MaxReports™ Manual

7/2011

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CHAPTER

1

Installation and Access

Call detail records (CDR) are an important source of information for call centers. MaxReports is a Web-based reporting application that can generate 45 detailed CDR reports, according to agent and workgroup. Both report summaries and analyses are available.

Requirements

MaxReports can be set up on a Microsoft Windows operating system.

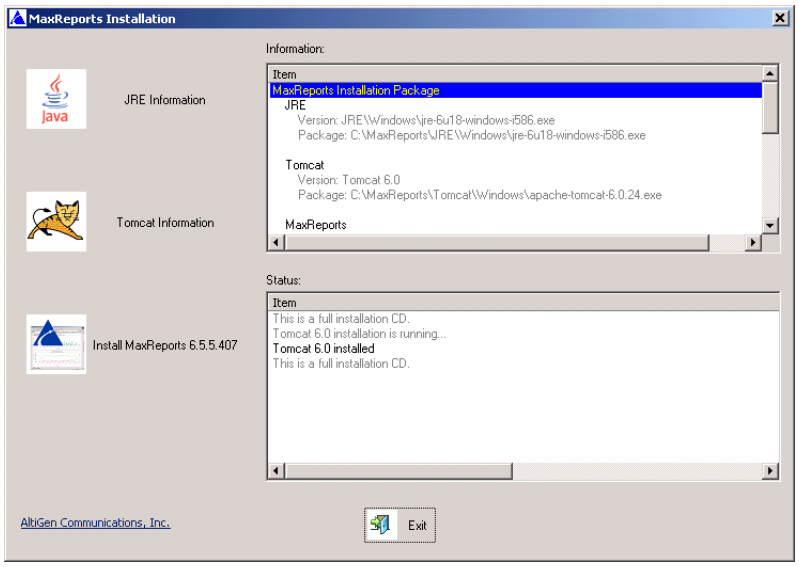
- Use a separate server for MaxReports; do not install on the MaxACD system. Minimum system requirements:
  - IBM/PC AT compatible system
  - Intel 2GHz Pentium 4 or equivalent
  - 60GB available hard drive disk space
  - 1GB RAM (2GB RAM are required if run on the same machine as SQL Server. Running MaxReports on the same machine as SQL Server is not recommended.)
  - Microsoft Windows Server 2008 SP2 or Microsoft Windows Server 2008 R2
  - MaxReports License must be added to MaxACD system and registered.
  - JRE 6.0 (Java Runtime Environment) and Apache Tomcat 6.0; these are included in the MaxReports installation
- MaxACD installed in the same network
- External Logger and external CDR database (Microsoft SQL Server 2008) installed in the same network.

There is no particular requirement for a client machine, except that it needs to have a suitable Web browser installed (Microsoft Internet Explorer 6.0 or above) prior to installation of MaxReports.

Installing MaxReports

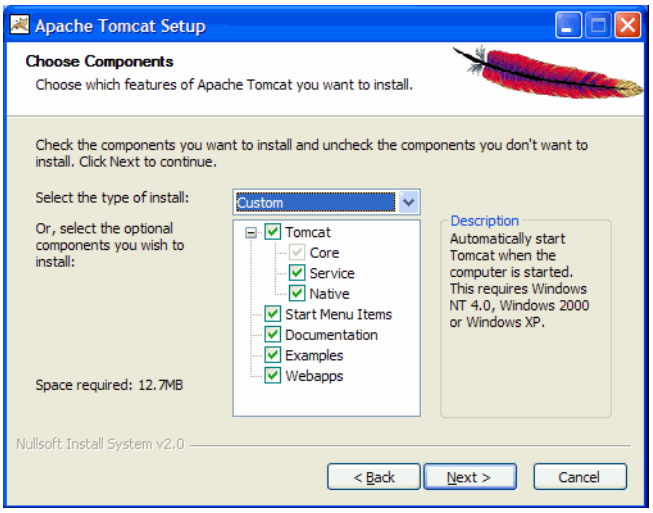
MaxReports requires the installation of JRE version 6.0 (Java Runtime Environment), and Apache Tomcat 6.0, before MaxReports can be installed. To begin installation, run the **MaxReports Installation** program (setup\MaxReportsInstallation.exe).

1. Click the **JRE Information** button. The information at the top of the scrolling window tells what you need for MaxReports. Scroll down to see what you have on your machine. JRE 6.0 and Tomcat 6.0 are required.

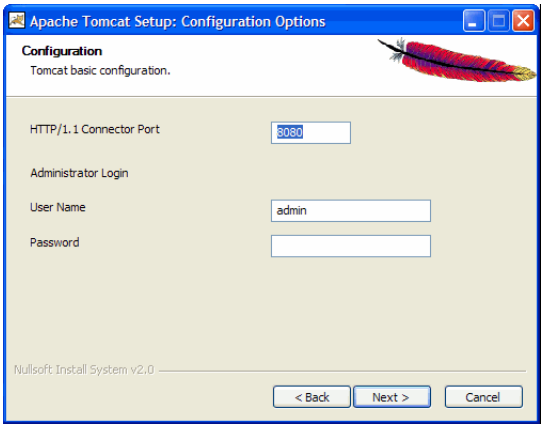


2. If you don't have JRE 6.0 installed, click the **install JRE 6.0** button. If you don't have Tomcat 6.0 installed, click the **Install Tomcat 6.0** button.
3. The Tomcat License Agreement dialog box appears. Click **I Agree** to continue.
4. In the **Tomcat Setup** dialog box, check the check boxes for:
   - Tomcat
   - Service
   - Native
   - Start Menu Items
   - Documentation
   - Examples and Webapps, if desired

Then click **Next**.


Apache Tomcat Setup
Choose Components
Choose which features of Apache Tomcat you want to install.
Check the components you want to install and uncheck the components you don't want to install. Click Next to continue.
Select the type of install:
Custom
Or, select the optional components you wish to install:
Tomcat
Core
Service
Native
Start Menu Items
Documentation
Examples
Webapps
Description
Automatically start Tomcat when the computer is started. This requires Windows NT 4.0, Windows 2000 or Windows XP.
Space required: 12.7MB
Nullsoft Install System v2.0
< Back
Next >
Cancel

5. Choose a folder in which to install Tomcat, and click **Next**.
6. In the **Basic Settings** dialog box, enter the **HTTP/1.1 Connector Port**, and Administrator login **User Name** and **Password**, then click **Next**.



The HTTP Port defaults to *8080*. If Port 8080 is not available, it can be changed to a different port, such as *80*.

The **User Name** and **Password** are for Tomcat administration.

7. In the Java Virtual Machine path dialog box, select the path of a J2SE 6.0 JRE installed on your system.
8. Click **Install**.

   After successful installation of Tomcat 6.0, the MaxReports installation button is available.
9. Click the **Install MaxReports** button to install MaxReports.
10. After successful installation of MaxReports, reboot the system.
11. Run **Configure Tomcat** under **Start > Program > Apache Tomcat 6.0**. On the **Java** tab, change the **Maximum Memory Pool** to 512M. Restart the Tomcat Service.

Accessing MaxReports Remotely

If MaxReports must be accessed from outside of the company, TCP port (default 8080) of the machine must be opened at the firewall and NAT.

Type this URL in the Web browser:

- http://<*MaxReports_server_ip_address*>:8080/maxreports

or

- http://<*computer_name*>:8080/maxreports

Note: The URL is case-sensitive.

CHAPTER

2

Using MaxReports

When logging into MaxReports, you can log in as an **Admin** role to access MaxReports administrative and configuration functions or as a **User** to access reports.

Important: **For security, if the MaxReports window is idle for 15 minutes or longer, a timeout will occur, and you will need to log in again.**

To access the MaxReports log-in screen, enter the following URL into your Web browser:

http://<*MaxReports_server_IP_address*>:8080/maxreports

MaxReports Administration

The MaxReports Administration screens are available only to users with administrative rights.

To log in as an administrator, in the MaxReports Login screen, select the role **Admin**, enter the administrator **Password**, and then click the **Login** button.

Note: The default password is 22222.

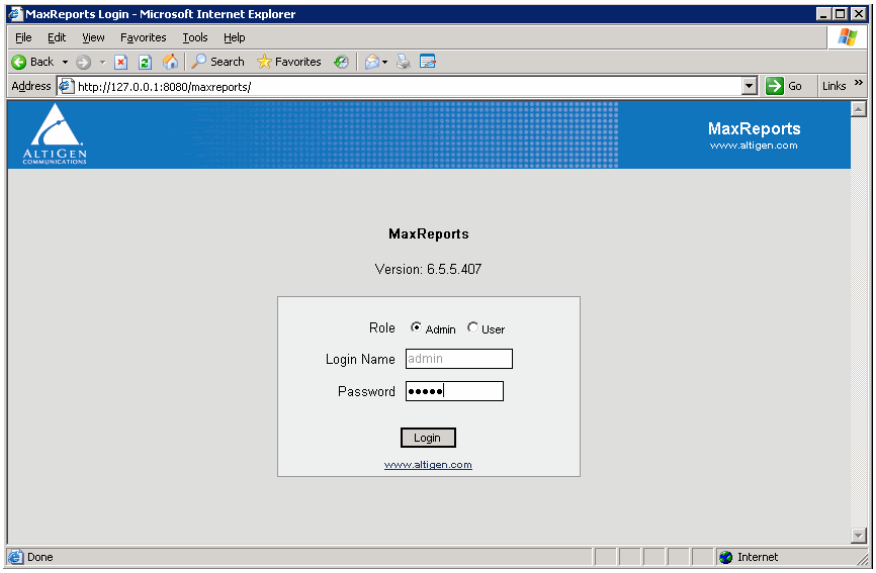


Figure 1. MaxReports Admin Login

The administrative main menu includes the following configuration functions:

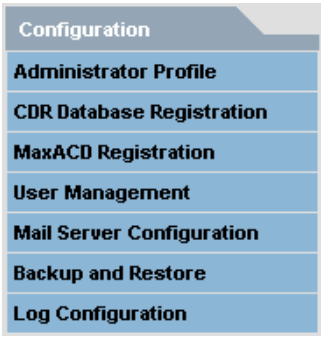


Figure 2. MaxReports administrator menu options

Administrator Profile

To enter or modify information for the administrator, click the **Edit** button to open the **Update Administrator Profile** window.

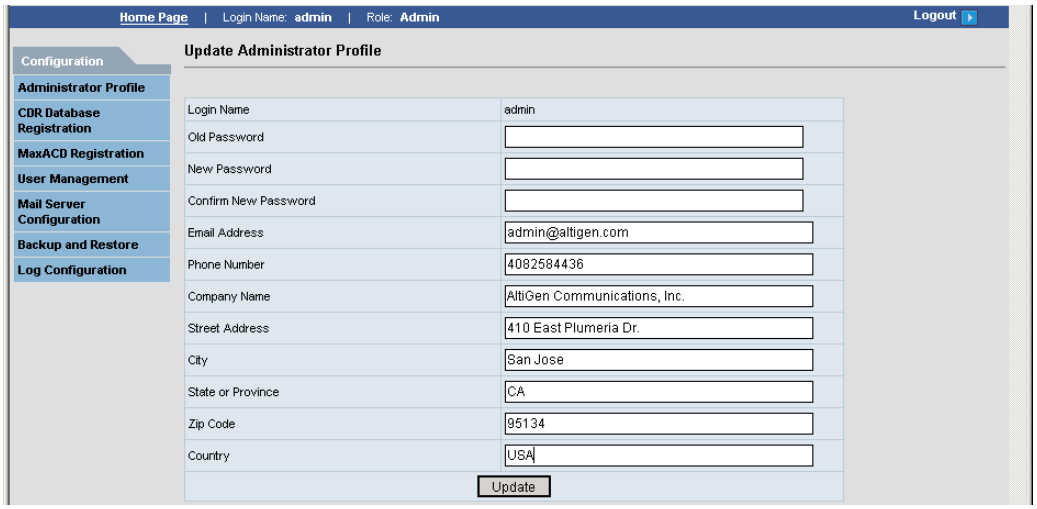


Figure 3. Update Administrator Profile window

Note: The **Login Name** field is not editable.

When the necessary information has been entered, click the **Update** button to save the changes.

CDR Database Registration

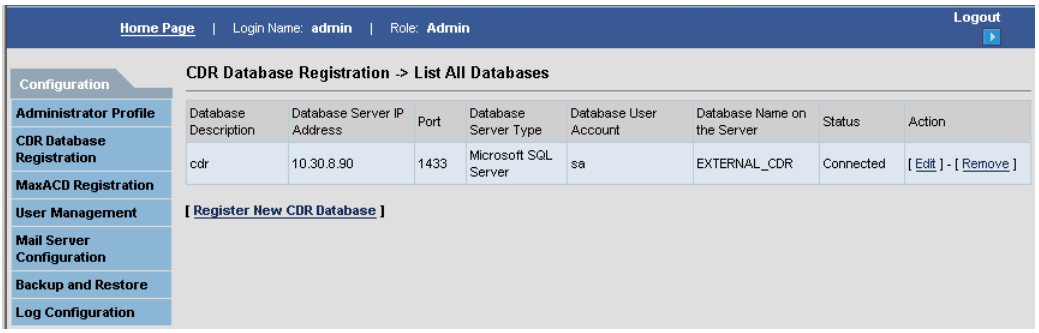


Figure 4. CDR Database Registration > List All Databases

In order for MaxReports to access the SQL database where the CDR records are stored, the administrator must register a CDR database. To add a database, click the **Register New CDR Database** link in the CDR Database Registration window.

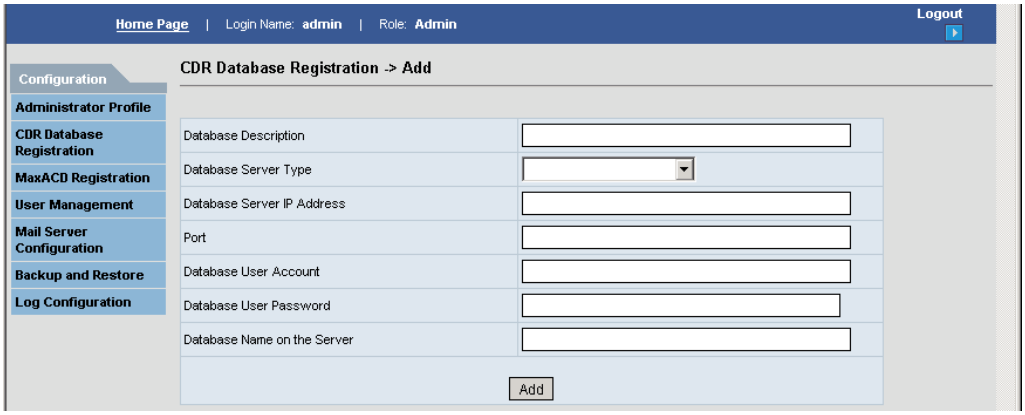


Figure 5. CDR Database Registration > Add

In the **CDR Database Registration > Add** window, enter the necessary information in the blank fields for **Database Description**, **Database Server Type**, **Database Server IP Address**, **Port** (use the default port 1433 unless you have a port conflict with another application), **Database User Account**, **Database User Password**, and **Database Name on the Server**. Click the **Add** button when finished.

The status should show "*Connected*." If it doesn't, use the **Edit** link in the **Action** column to correct the database settings.

To edit or remove an existing CDR Database, use the **Edit** or **Remove** link in the **Action** column.

MaxACD Registration

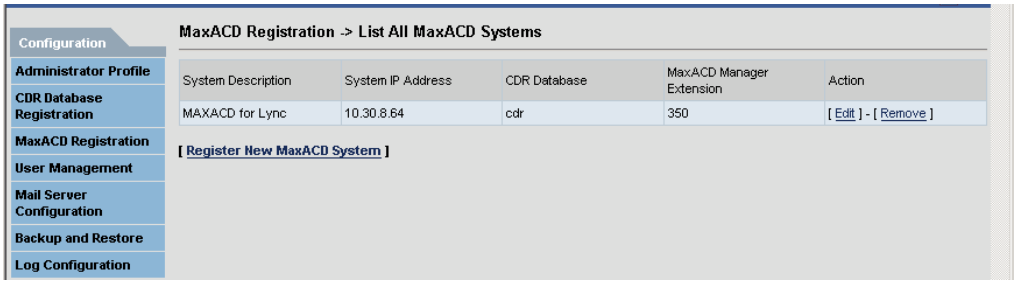


Figure 6. MaxACD Registration > List All MaxACD Systems

MaxReports will use information entered in the MaxACD Registration window to check if the MaxACD server has an MaxReports license entered and registered. Each MaxACD server needs to have one license.

To add a MaxACD system, click the **Register New MaxACD System** link in the MaxACD Registration window.

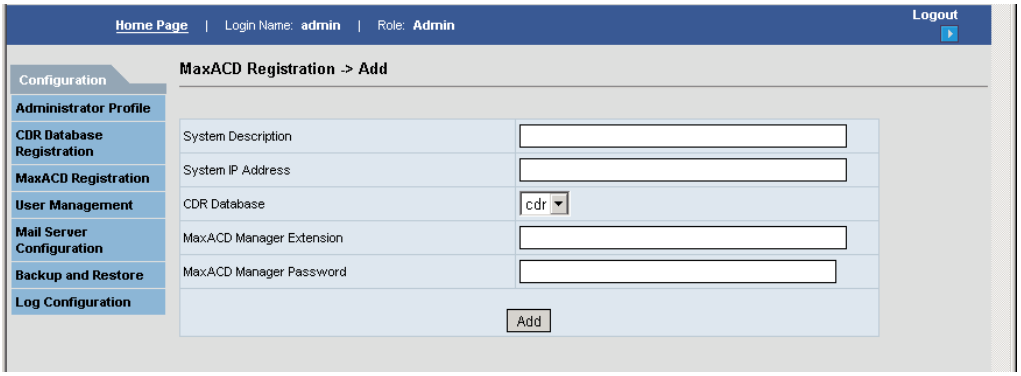


Figure 7. MaxACD Registration > Add

In the **MaxACD Registration > Add** window, enter the necessary information in the blank fields for **System Description**, **System IP Address**, **CDR Database**, **MaxACD Manager Extension**, and the password of the **Manager Extension**. Click the **Add** button when finished.

To edit or remove an existing MaxACD system, use the **Edit** or **Remove** link in the **Action** column.

User Management

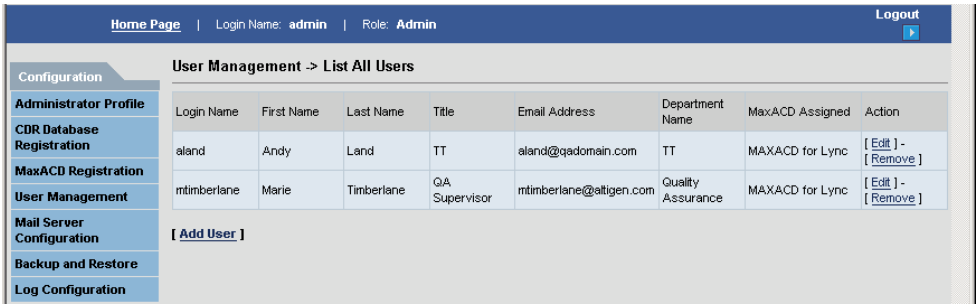


Figure 8. User Management > List All Users

The administrator can add users to MaxReports using the **User Management** window.

To add a MaxReports user, click the **Add User** link at the bottom of the page. Enter the **Login Name**, **Password**, **First Name**, **Last Name**, **Title** (optional), **Email Address**, and **Department Name** (optional) for the user.

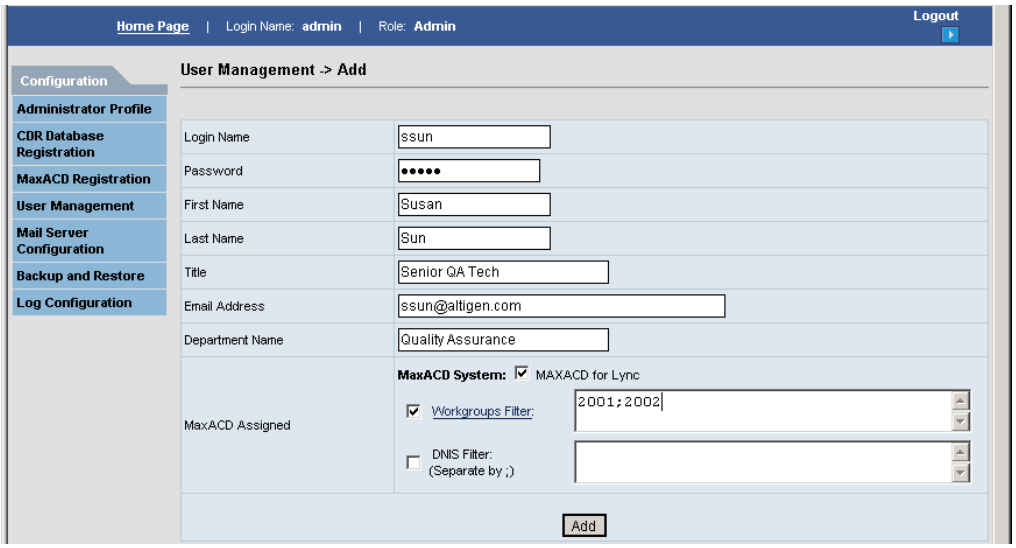


Figure 9. User Management > Add

In the **MaxACD Assigned** field, check at least one MaxACD system that the user will be able to access for MaxReports. To limit the user's queries to certain workgroups and DNIS numbers, check the appropriate filter check boxes and enter the workgroup numbers and DNIS numbers. Separate workgroup numbers and DNIS numbers with a semicolon (;).

To see a list of workgroup numbers from which to choose, click the **Workgroups Filter** link.

When you're finished, click the **Add** button.

Mail Server Configuration

The administrator can configure an e-mail server in Mail Server Configuration. MaxReports will use this e-mail information for auto delivery of reports.

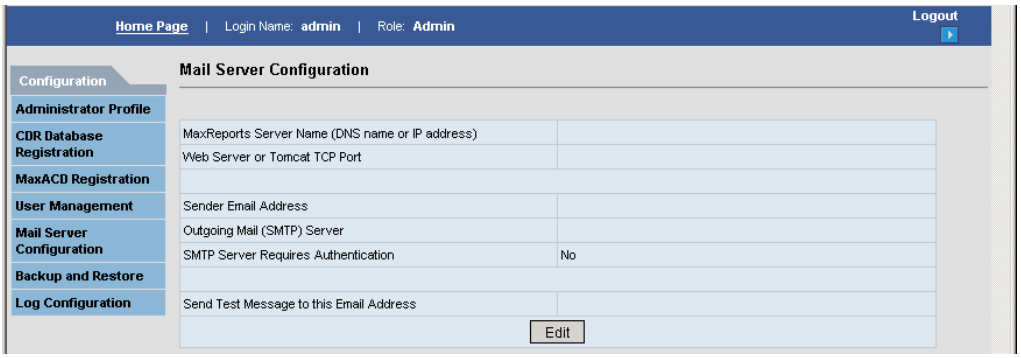


Figure 10. Mail Server Configuration window

To add a mail server, click the **Edit** button in the Mail Server Configuration window

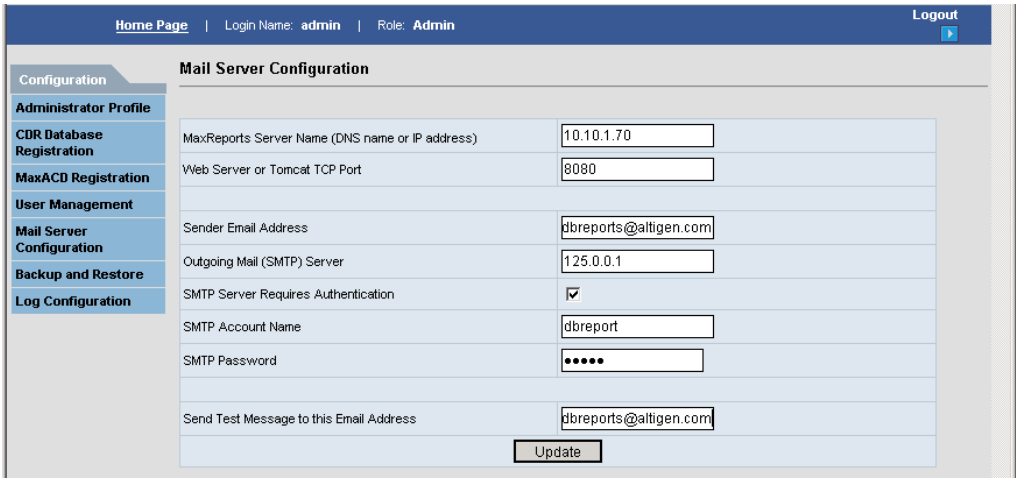


Figure 11. Mail Server Configuration edit window

In the Mail Server Configuration edit window, enter the necessary information in the blank fields for:

- MaxReports Server Name (DNS name or IP address; this is included in the body of the emails that are sent to the user, to provide a link to the server)
- Web Server or Tomcat TCP Port
- Sender Email Address
- Outgoing Mail (SMTP) Server
- SMTP Server Requires Authentication checkbox
- SMTP Account Name
- SMTP Password
- Send Test Message to Email Address

Click the **Update** button when finished.

Backup and Restore

Important: Uninstalling MaxReports or Tomcat will lose all configurations. If you need to uninstall MaxReports or Tomcat, back up configurations first.

The backup and restore functions in MaxReports will back up and restore configurations and settings from the Administrator Profile, CDR Database Registration, MaxACD Registration, User Management, and Mail Server Configuration windows.

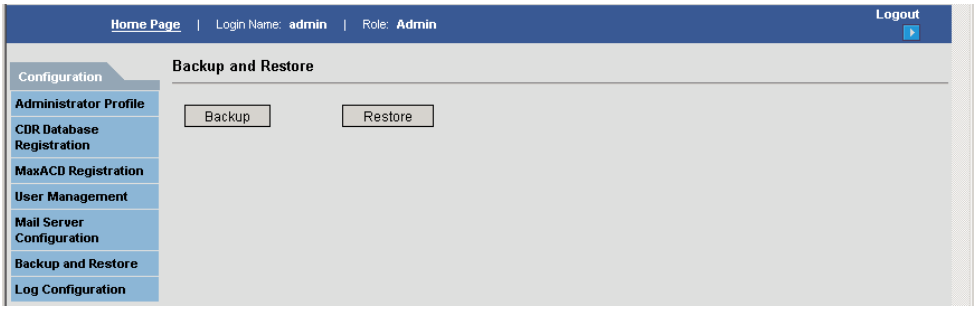


Figure 12. Backup and Restore window

When you click **Backup**, a **File Download** dialog box opens. Either open the MaxReports backup file (MaxReportsYEAR/MONTH/DAY.zip) or save the file.

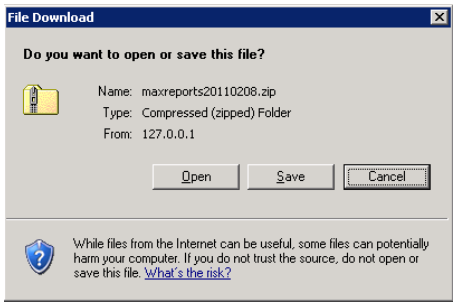

File Download
Do you want to open or save this file?
Name: maxreports20110208.zip
Type: Compressed (zipped) Folder
From: 127.0.0.1
Open
Save
Cancel
While files from the Internet can be useful, some files can potentially harm your computer. If you do not trust the source, do not open or save this file. What's the risk?

Figure 13. MaxReports Back Up File Download dialog box

When **Restore** is selected, you will be required to validate the Admin Password, browse for the backup file you want to restore, then click **Restore** to restore all previous configurations from the Administrator Profile, CDR Database Registration, MaxACD Registration, User Management and Mail Server Configuration windows.

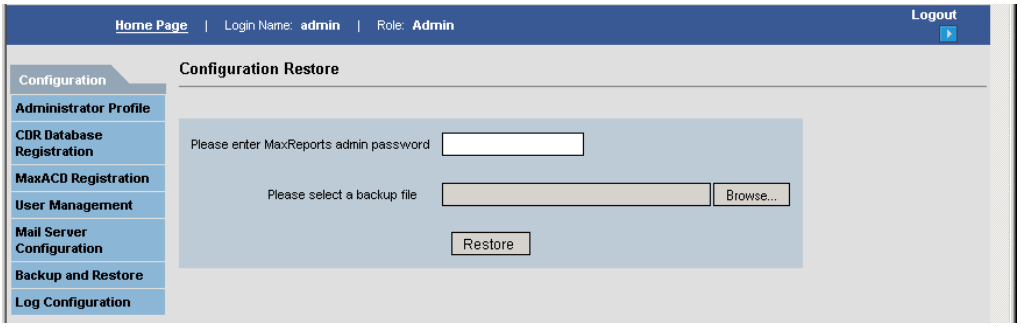


Figure 14. Configuration Restore

Log Configuration

The **Download Log File** button in the **Log Configuration** window allows you to download the MaxReports log file.

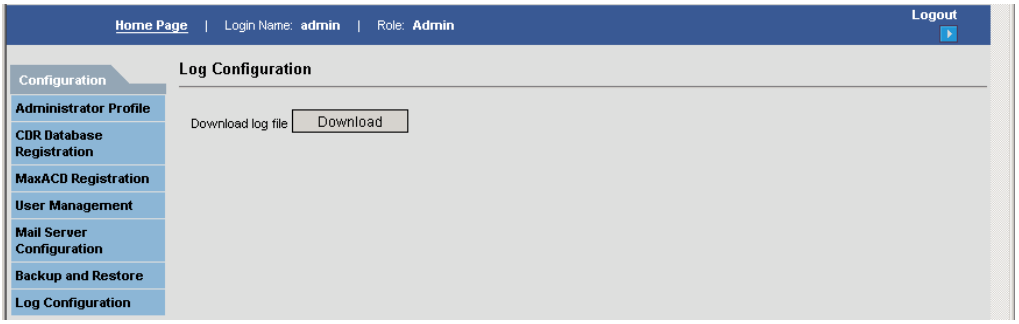


Figure 15. Log Configuration

Logging in to Run Reports

When you log in to MaxReports as a **User**, you can run reports from the MaxACD system that has been assigned to you by your MaxReports administrator.

To log in as an MaxReports user, in the MaxReports Login screen, select the role **User** and enter user **Login Name** and **Password**, then click the **Login** button.

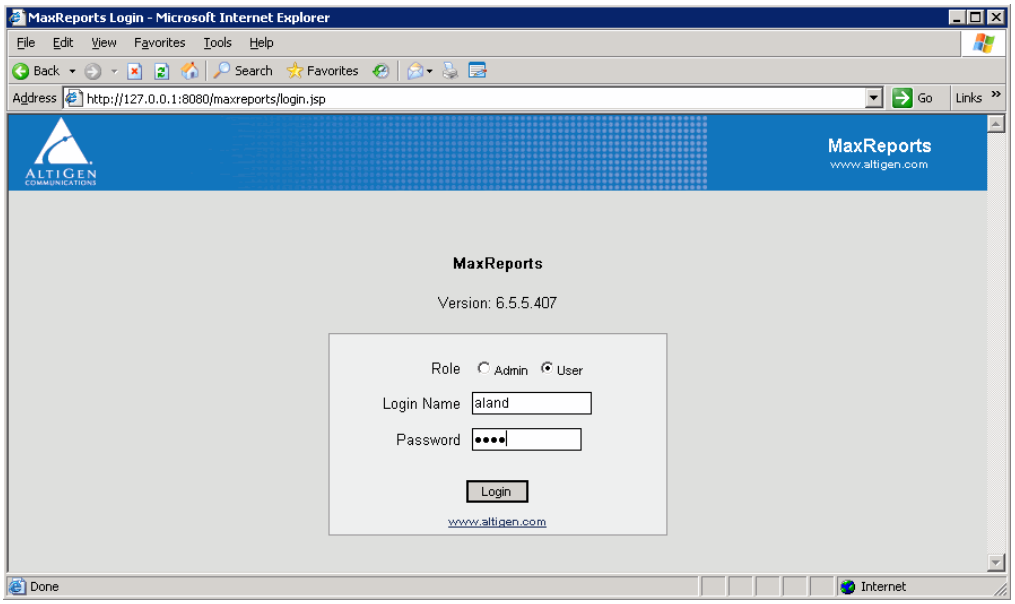


Figure 16. MaxReports User Login

The **User Information** window opens when you log into MaxReports for the first time.

Note: When you add reports to the Favorite Reports List, the **List All Favorite Reports** window becomes the window that is displayed the *next* time you log into MaxReports.

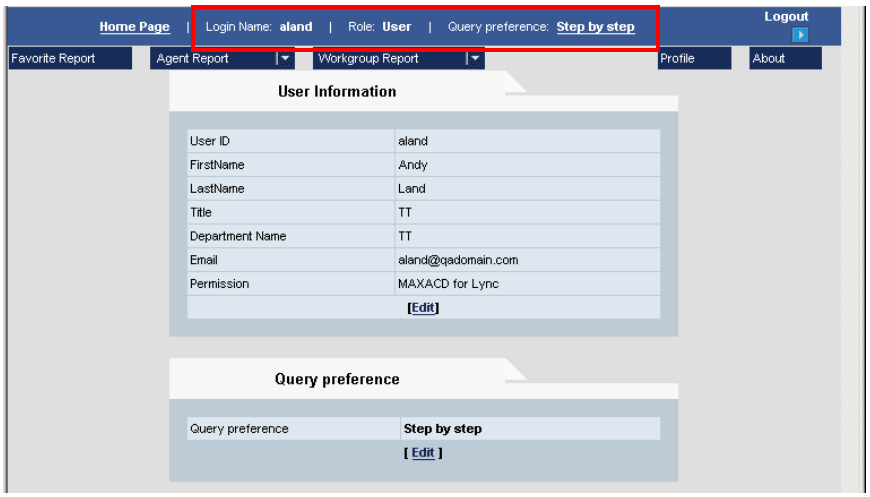


Figure 17. MaxReports User Information screen

Your **Login Name**, **Role**, and **Query Preference** (**Quick** or **Step-by-Step**) are displayed at the top. The Step-by-Step preference allows you to select a different MaxACD to query before taking you to the **Set Parameters** page. The Quick preference bypasses this option.

To Select "Quick" or "Step-by-Step" Preference

Select the query preference in a couple of ways:

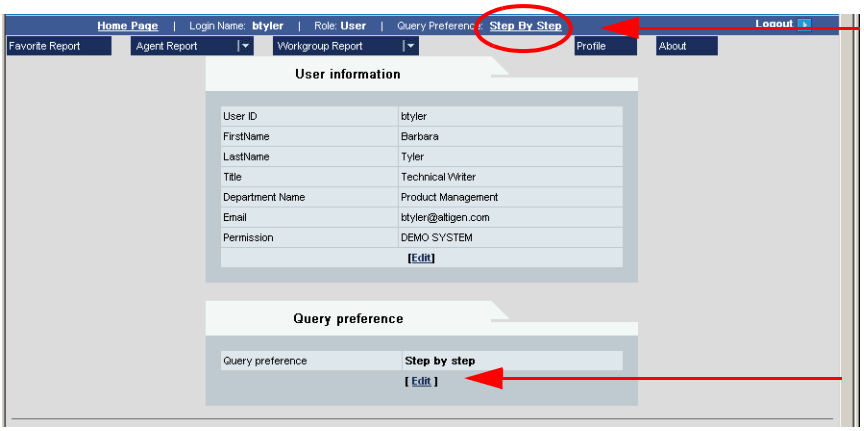


Figure 18. the Query Preference options

In the dialog box that appears, select the query preference you want, and click **Set**. You can also select the default MaxACD in this dialog box:

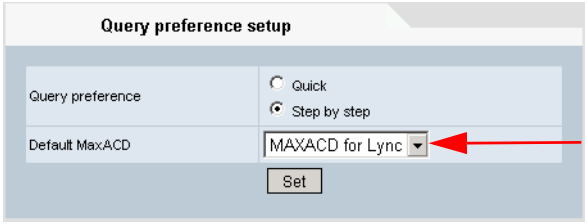


Figure 19. Setting the query preference and default MaxACD

Available Reports

These are the types of reports available:

- **Agent Reports** - reports on all or individual agents within a site or workgroup.
- **Workgroup Reports** - reports on all or individual workgroups within a particular site.

The individual report names and their identifying numbers follow:

Agent Reports

- Agent Detail Reports:
  - 1101 - Activity Event
  - 1102 - Call Detail Report
- Agent Summary Reports:
  - 1201 - Performance Summary
  - 1202 - WG Calls Activity Summary Report
  - 1203 - State Summary Report
  - 1204 - WG Inbound Calls Summary Report
  - 1205 - WG Outbound Calls Summary Report
- Agent Analysis Reports:
  - 1301 - Call Volume Analysis
  - 1302 - Average WG Call Handling Time Analysis
  - 1303 - % Contribution to each WG (Inbound/Outbound)
  - 1304 - WG Call Handling Time Distribution

Workgroup Reports

- Workgroup Detail Reports:
  - 2101 - Call Detail Report
- Workgroup Summary Reports:
  - 2201 - Agent(s) State
  - 2202 - Agent(s) Performance Summary
  - 2203 - Agent Call Activity Summary with % Analysis
  - 2204 - Agent Call/Time Contribution % Comparison
  - 2205 - Inbound/Outbound Call Summary with % Analysis

2206 - Inbound Calls Wait Time Summary
2207 - Inbound Calls Handling Summary
2208 - Outbound Calls Handling Summary
2209 - Service Level Summary Report

- Workgroup Analysis Reports:
  2301 - Inbound Answered Calls Wait Time
  2302 - Inbound Abandoned Calls Wait Time
  2303 - Inbound Overflowed/Redirected Calls Wait Time
  2304 - Inbound Calls Handling Time
  2305 - Outbound Calls Handling Time
  2306 - Inbound Call Priority
  2307 - Cumulative Inbound/Outbound Calls
  2308 - Cumulative Inbound Calls Wait Time
  2309 - Cumulative Inbound Calls Analysis
  2310 - Cumulative Outbound Calls Handling
  2311 - Total and % Inbound Calls ANS/ABN/OFL
  2312 - Total and % WG Inbound Calls in Queue
  2313 - Average Incoming Calls Handling Time
  2314 - Total Outbound Calls
  2315 - Total Outbound Calls Handling Time
  2316 - Daily Max Number of Calls in Queue
  2317 - Daily Longest Queue Time
  2318 - Daily Real Time Service Level
  2319 - Historical Service Level Summary Report

Available Report Formats

These are examples of the available report formats (HTML, PDF, Excel). Some reports are produced in graph format, as well.

Single agent - WG Inbound Calls Summary Report

350(Andy Land)

Report ID: 1204 | System ID: MAXACD for Lync | Summary interval: Day
Time range: 01/23/2011 - 01/29/2011 | Filter By: Mon,Tue,Wed,Thu,Fri | Group by: Workgroup

550

Start Date	Workgroup	Calls Offered	RNA	Answered					Hold			Wrap-Up		
				Calls	Talk	AvgTalk	Ring	AvgRing	Calls	Total	Avg	Calls	Total	Avg
01/24/2011	550	12	1	11	00:03:43	00:00:20	00:00:35	00:00:03	5	00:02:40	00:00:32	0	-	-
01/25/2011	550	43	5	38	00:10:10	00:00:16	00:03:32	00:00:05	0	-	-	0	-	-
01/26/2011	550	1	0	1	00:00:13	00:00:13	00:00:04	00:00:04	0	-	-	0	-	-
01/27/2011	550	4	1	3	00:01:39	00:00:33	00:00:15	00:00:05	1	00:00:57	00:00:57	0	-	-
01/28/2011	550	13	0	13	00:10:24	00:00:48	00:02:15	00:00:10	1	00:00:01	00:00:01	0	-	-
Subtotal		**73**	**7**	**66**	**00:26:09**	**00:00:23**	**00:06:41**	**00:00:06**	**7**	**00:03:38**	**00:00:31**	**0**	-	-

Figure 20. Report results in HTML format

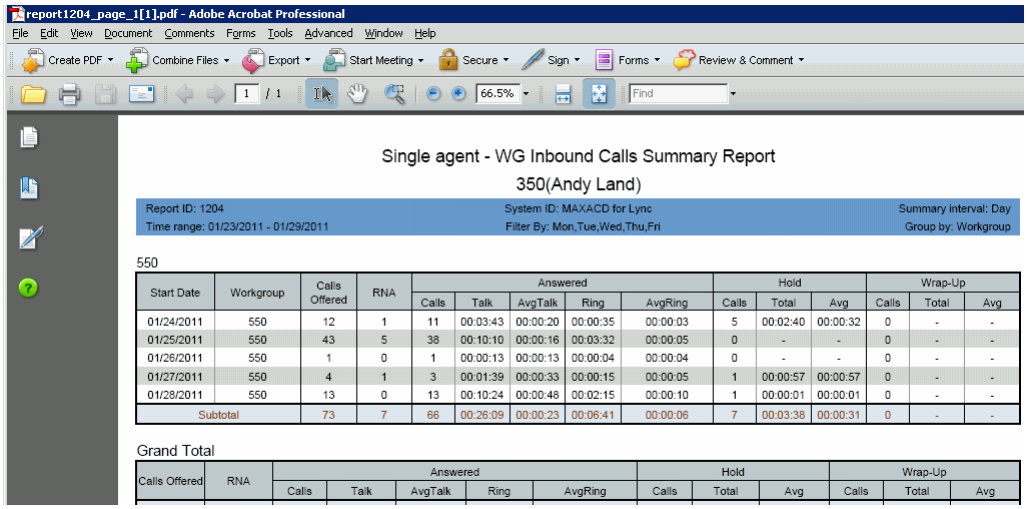

report1204_page_1[1].pdf - Adobe Acrobat Professional
File Edit View Document Comments Forms Tools Advanced Window Help
Create PDF Combine Files Export Start Meeting Secure Sign Forms Review & Comment
Single agent - WG Inbound Calls Summary Report
350(Andy Land)
Report ID: 1204
System ID: MAXACD for Lync
Summary interval: Day
Time range: 01/23/2011 - 01/29/2011
Filter By: Mon,Tue,Wed,Thu,Fri
Group by: Workgroup
550
Start Date | Workgroup | Calls Offered | RNA | Answered | Hold | Wrap-Up
Calls | Talk | AvgTalk | Ring | AvgRing | Calls | Total | Avg | Calls | Total | Avg
01/24/2011 550 12 1 11 00:03:43 00:00:20 00:00:35 00:00:03 5 00:02:40 00:00:32 0 - -
01/25/2011 550 43 5 38 00:10:10 00:00:16 00:03:32 00:00:05 0 - - 0 - -
01/26/2011 550 1 0 1 00:00:13 00:00:13 00:00:04 00:00:04 0 - - 0 - -
01/27/2011 550 4 1 3 00:01:39 00:00:33 00:00:15 00:00:05 1 00:00:57 00:00:57 0 - -
01/28/2011 550 13 0 13 00:10:24 00:00:48 00:02:15 00:00:10 1 00:00:01 00:00:01 0 - -
Subtotal 73 7 66 00:26:09 00:00:23 00:06:41 00:00:06 7 00:03:38 00:00:31 0 - -
Grand Total
Calls Offered | RNA | Answered | Hold | Wrap-Up
Calls | Talk | AvgTalk | Ring | AvgRing | Calls | Total | Avg | Calls | Total | Avg

Figure 21. Report results in PDF format

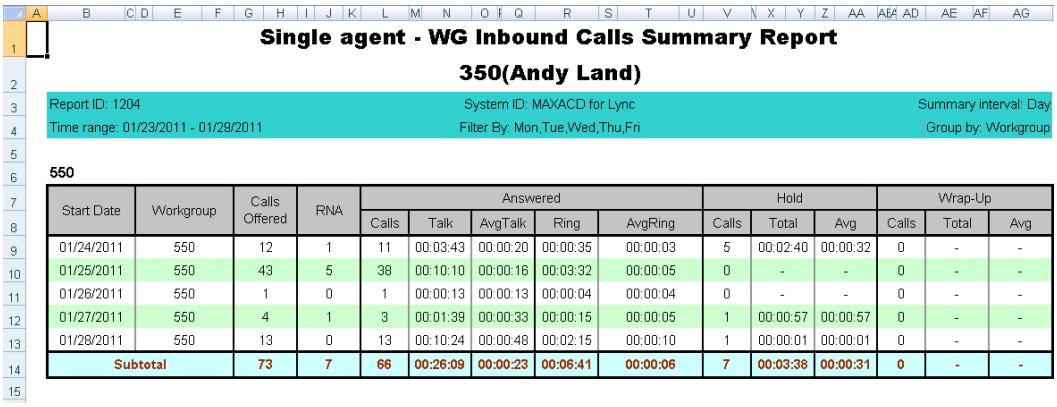


Figure 22. Report results in Microsoft Excel

Running Reports

This section shows how to select a report, set its parameters, set a format preference for the report (HTML, PDF, Microsoft Excel), and set other preferences.

To access a report:

1. From a Report drop-down list, move the cursor to the report menu you want (**Agent** or **Workgroup**), then move it to the type of report (**Detail**, **Summary** or **Analysis**), and then move to and click the desired report.

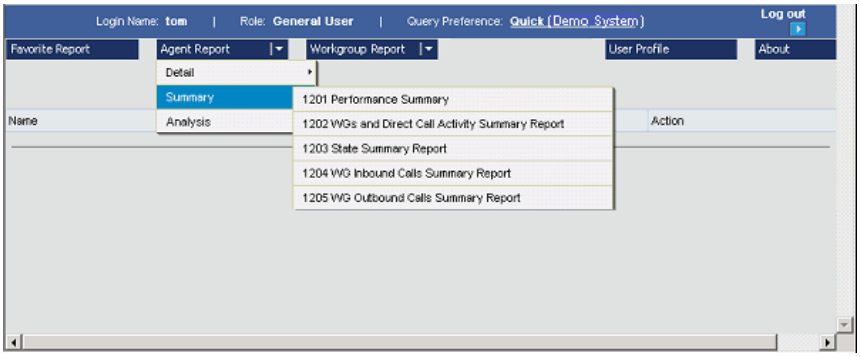
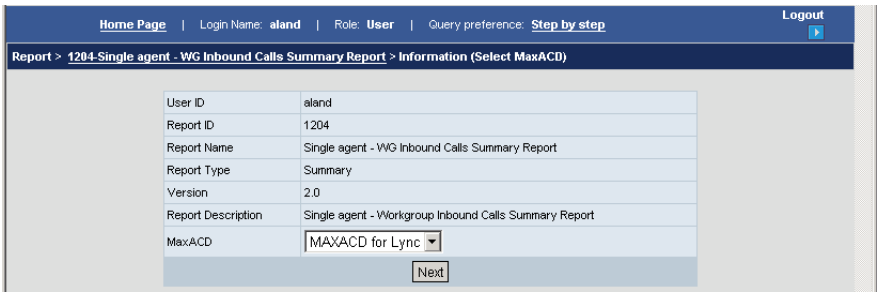


Figure 23. Selecting a report

2. If you're using the step-by-step query preference, the following dialog box opens:



3. Select the MaxACD system you want to query, and click **Next**.
4. In the **Set Parameters** screen (shown in the figure below), set the parameters for the report, including the **Summary interval**, **Time Range**, **Filter By**, and **Output** (**Group by** and **Show empty records**) options.

   Note: To use the calendar buttons, first select the **From** radio button.

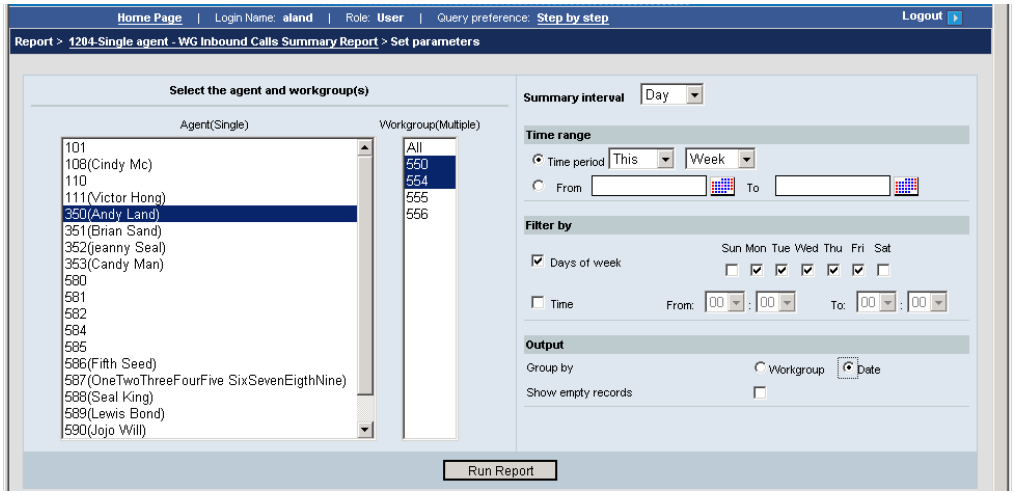


Figure 24. Set report parameters

5. Click the **Run Report** button.

After a report is created, the following screen appears, where you can select the export format you prefer, save the report in that format or save only a specified part of the report, and view the report in HTML. You can also add the report to **Favorite Reports** (see next section).

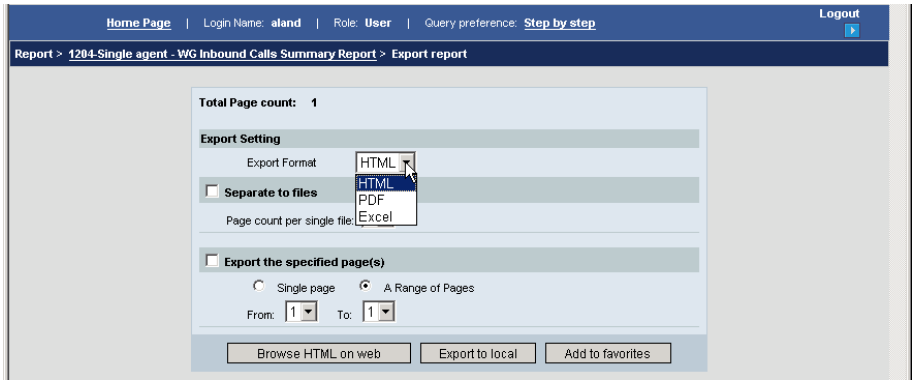


Figure 25. Export settings

Setting Parameters in the Export Report Screen

The **Export Report** screen shows the total page count for the report and gives you the following options:

- Lets you select a format for the report (HTML, PDF, or Excel).
- Lets you save the report by clicking the **Export to local** button.
- Lets you divide the report into more than one file. Use the drop-down list to specify the number of pages you want in each file. Then, when you save the report by clicking **Export to local**, the files are saved into one ZIP file. Each file in the ZIP file is named with the report number and the page range contained in that file.

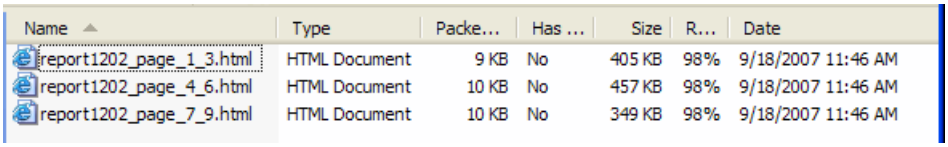


Figure 26. A report separated into three files

When you divide the report into more than one file, and then click the **Browse HTML on web** button, the report is displayed in page ranges that you can select:

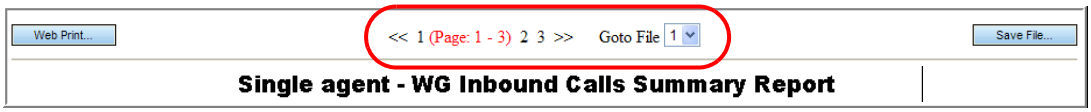
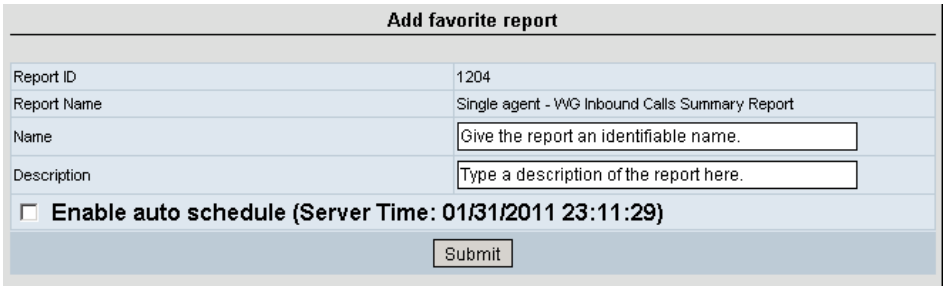


Figure 27. Select a file to view the page range contained in that file

- Lets you export and/or browse in HTML a single page or a range of pages. Specify the page or page range in the **From** and **To** drop-down lists. To save your specified pages, click **Export to local**. To view the specified pages in HTML, click **Browse HTML on web**.

- Lets you save the parameters for this report, so you don't have to specify them again in the future and lets you schedule the report to run automatically at a time you specify. To save the report parameters, click **Add to favorites**. The **Add favorite report** dialog box appears:



Give the report an appropriate name, type a description, and click **Submit**. Thereafter, the report will appear on the **List all favorite reports** screen, which will now be the screen that opens when you log in.

If you also want to schedule the report to run automatically and have it e-mailed to specified people, see the next section.

Scheduling Favorite Reports

To schedule a favorite report to run automatically, check the **Enable auto schedule** check box in the Add Favorite Report dialog box. The scheduling options appear:

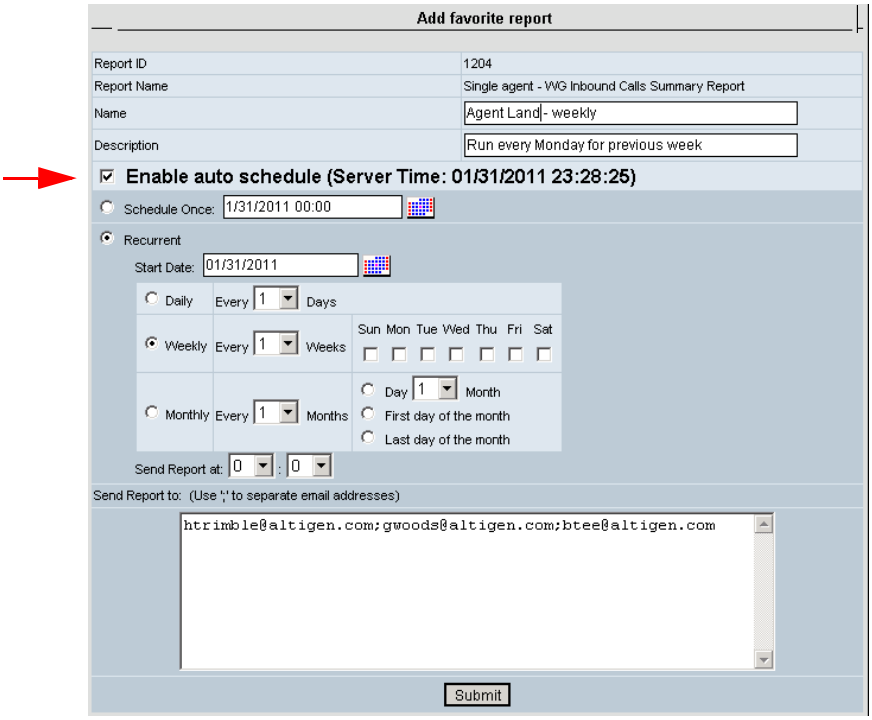
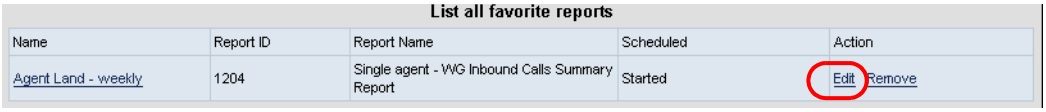


Figure 28. **Add favorite report** dialog box with scheduling options

Set a schedule for the report. If you want the report e-mailed to specified people, list their e-mail addresses in the **Send Report to** section. Separate e-mail addresses with a semicolon (;). Then click the **Submit** button.

Important: **When defining a report schedule for a specific time, you must set the schedule *at least 15 minutes in advance.* For example, to run a report at 5:00 PM, you must configure the report schedule before 4:45 PM.**

Later, you can change the schedule and e-mail list by clicking on the report's **Edit** link in the **List All Favorite Reports** screen. You can also change the report description and view the report parameters.



Running a Favorite Report Manually

You can run a favorite report directly from the **List all favorite reports** screen by clicking its link. You will not see the report's **Set Parameters** screen, but you can check its parameters by clicking the report's **Edit** link.

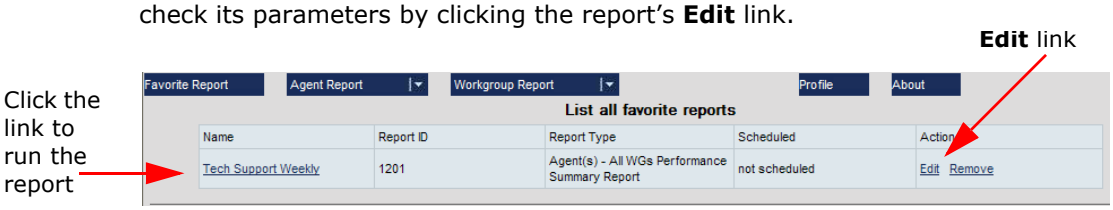
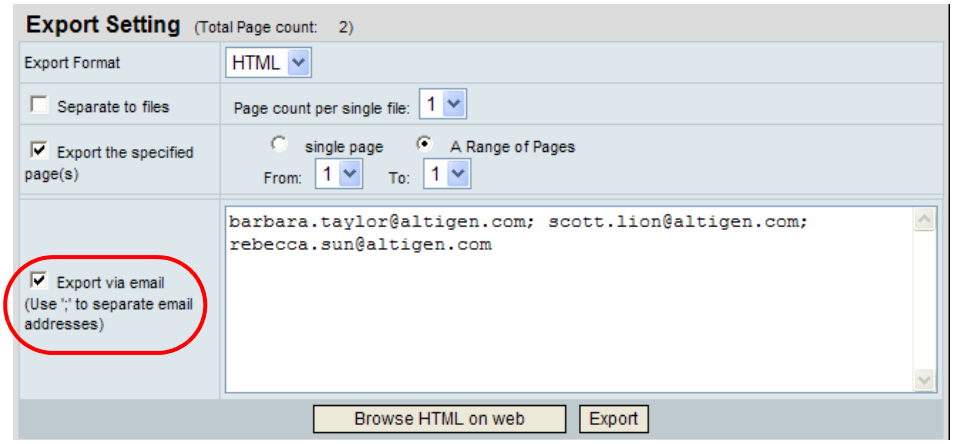


Figure 29. Click a Favorite report's link to run the report

When you run a favorite report manually, you have the option to **Export via email**:

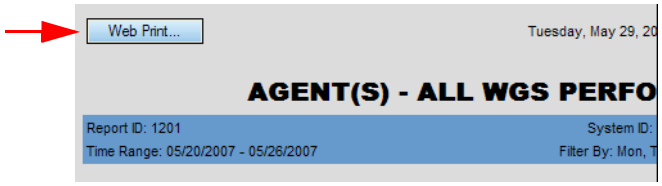


To e-mail the report to the specified e-mail addresses (separate the addresses with a semicolon), check the **Export via email** check box, then click the **Export** button. After doing this, you can use your browser's **Back** button to return to this screen and save the report, if you want to. To save the report, clear the **Export via email** check box, then click **Export**. The File Download box appears. Click **Save**, and save the report.

To remove a favorite report, click its **Remove** link. You are asked for confirmation.

Printing HTML Reports

To print a report from an HTML file, click the **Web Print** button at the top of the report.



This opens a new Web window.

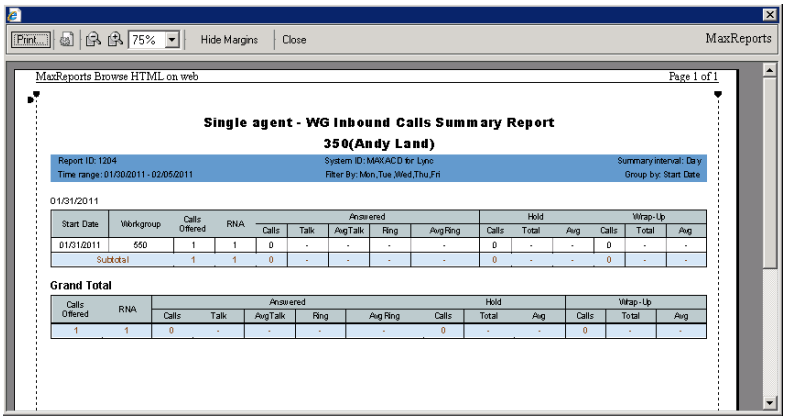
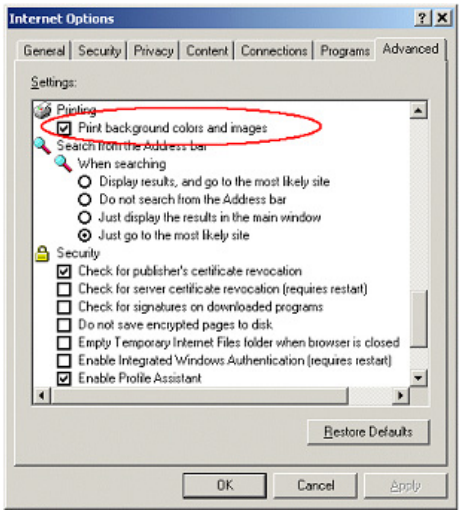


Figure 30. Web Print window

The **Web Print** feature will automatically adjust paper print size, layout and orientation. You can manually change the margins using the black margin icons at any corner of the Web page. You can use the menu and toolbar at the top of the window to set up the page for printing, zoom in/out, hide margins, or close the window.

Important: Before using the **Web Print** feature, make sure **Print background colors and images** is checked in Windows Internet Explorer (**Tools > Internet Options > Advanced > Printing**). Otherwise, the report will display and printd in black and white**.**


Internet Options
General
Security
Privacy
Content
Connections
Programs
Advanced
Settings:
Printing
Print background colors and images
Search from the Address bar
When searching
Display results, and go to the most likely site
Do not search from the Address bar
Just display the results in the main window
Just go to the most likely site
Security
Check for publisher's certificate revocation
Check for server certificate revocation (requires restart)
Check for signatures on downloaded programs
Do not save encrypted pages to disk
Empty Temporary Internet Files folder when browser is closed
Enable Integrated Windows Authentication (requires restart)
Enable Profile Assistant
Restore Defaults
OK
Cancel
Apply

CHAPTER

3

The Reports

This chapter describes each report available in MaxReports. The chapter is divided into three sections:

- Agent Reports
- Workgroup Reports

The following information is given for each report:

- Report ID number and title
- Description—What is reported
- Report options—The choice of parameters for the report
- Report fields—Description of each field in the report
- Data source—The tables from which the information is drawn

Note: Only workgroup calls are included in reports. The following calls are not workgroup calls:

- PSTN calls made to a Lync agent directly
- Lync user calls another Lync agent
- Any outbound call made without a workgroup set up

Agent Reports

This section describes Agent reports.

If a report is sorted by agent, it displays the agent's extension and name above the columns of data. If sorted by time, it displays the date above the columns.

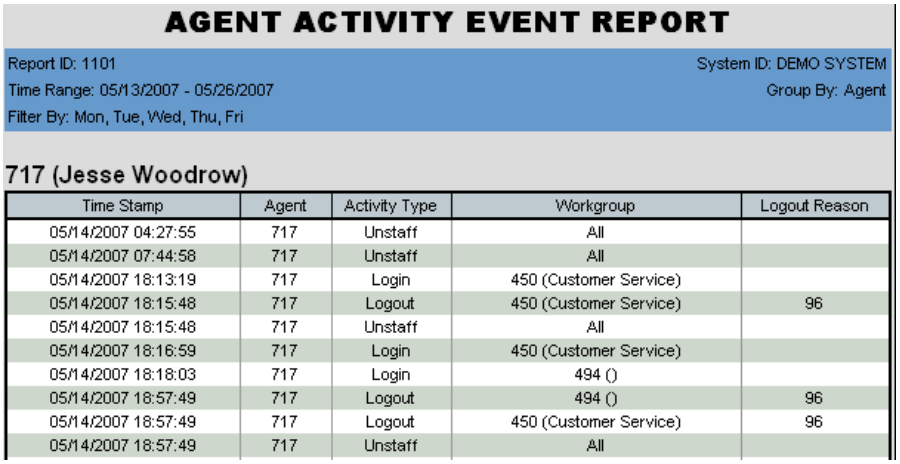
1101 - Agent Activity Event

Description: Reports an agent's activity for the reporting period.

Report Options

1. Select a workgroup to display agents assigned to that workgroup.
2. Select single, multiple, or **All** agents.
3. Specify a time range for the report.

4. Narrow the report to specific days of the week and a span of time (optional).
5. Click **Run Report** to run the report.
6. Select the export format (HTML, PDF, Excel) and whether to separate the report results into several files and/or export only specified pages.



AGENT ACTIVITY EVENT REPORT

Report ID: 1101 — System ID: DEMO SYSTEM
Time Range: 05/13/2007 - 05/26/2007 — Group By: Agent
Filter By: Mon, Tue, Wed, Thu, Fri

717 (Jesse Woodrow)

Time Stamp	Agent	Activity Type	Workgroup	Logout Reason
05/14/2007 04:27:55	717	Unstaff	All	
05/14/2007 07:44:58	717	Unstaff	All	
05/14/2007 18:13:19	717	Login	450 (Customer Service)	
05/14/2007 18:15:48	717	Logout	450 (Customer Service)	96
05/14/2007 18:15:48	717	Unstaff	All	
05/14/2007 18:16:59	717	Login	450 (Customer Service)	
05/14/2007 18:18:03	717	Login	494 ()	
05/14/2007 18:57:49	717	Logout	494 ()	96
05/14/2007 18:57:49	717	Logout	450 (Customer Service)	96
05/14/2007 18:57:49	717	Unstaff	All	

Figure 1. This report shows activity event data for agent extension 717.

Report Fields

- **Time Stamp**—Date and time the agent changes activity
- **Agent**—Agent's extension number
- **Activity Type**—Displays the type of activity:
  - Unstaff—Agent's extension is logged out as a virtual extension
  - Login—Agent is logged in to a workgroup
  - Ready—Agent is logged in and ready to take workgroup calls (applies to all workgroups the agent is logged into)
  - Not Ready—Agent is not ready to take workgroup calls (applies to all workgroups the agent is logged into)
- **Workgroup**—The number of the workgroup this agent is logged into or logged out of
- **Logout Reason**—The reason the agent logged out of a workgroup

Data Source

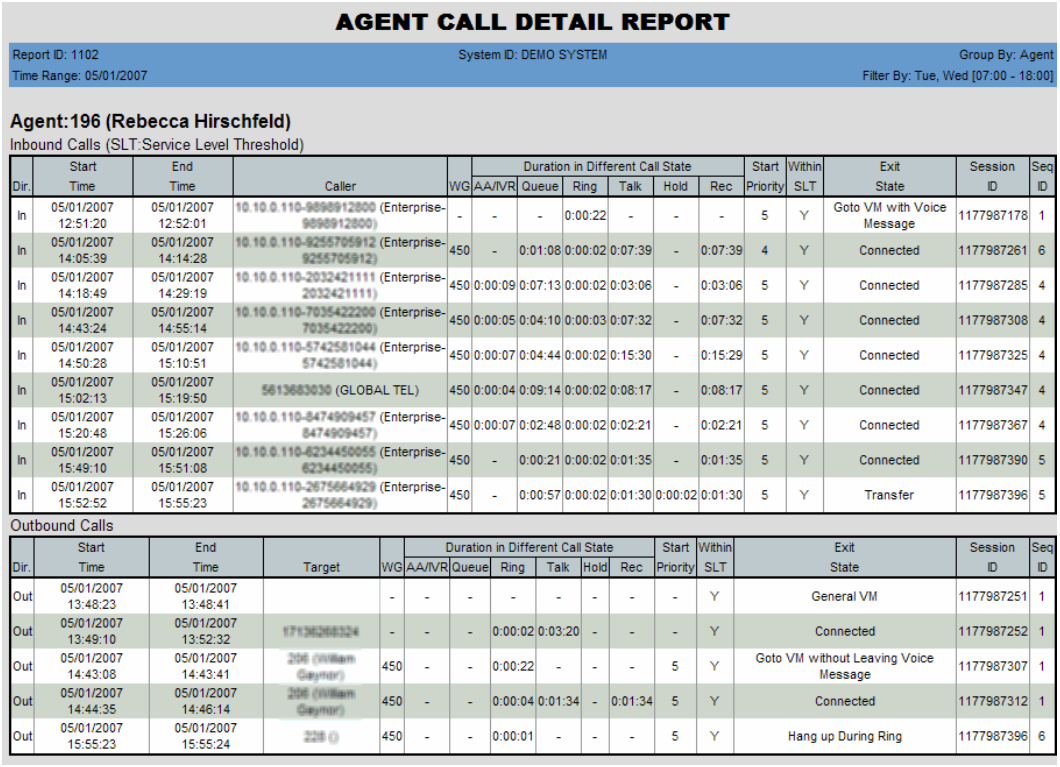
All data from the table AGENTACTIVITY

1102 - Agent Call Detail Report

Description: Displays the CDR records for an agent's inbound and outbound calls for the reporting period.

Report Options

1. Select a workgroup to display agents assigned to that workgroup.
2. Select single, multiple, or **All** agents.
3. Specify a time range for the report.
4. Narrow the report to specific days of the week and a span of time (optional).
5. Click **Run Report** to run the report.
6. Select the export format (HTML, PDF, Excel) and whether to separate the report results into several files and/or export only specified pages.



AGENT CALL DETAIL REPORT

Report ID: 1102 | System ID: DEMO SYSTEM | Group By: Agent
Time Range: 05/01/2007 | Filter By: Tue, Wed [07:00 - 18:00]

Agent:196 (Rebecca Hirschfeld)

Inbound Calls (SLT:Service Level Threshold)

Dir.	Start Time	End Time	Caller	WG	Duration in Different Call State: AA/IVR	Queue	Ring	Talk	Hold	Rec	Start Priority	Within SLT	Exit State	Session ID	Seq ID
In	05/01/2007 12:51:20	05/01/2007 12:52:01	10.10.0.110-9898912800 (Enterprise-9898912800)	-	-	-	0:00:22	-	-	-	5	Y	Goto VM with Voice Message	1177987178	1
In	05/01/2007 14:05:39	05/01/2007 14:14:28	10.10.0.110-9255705912 (Enterprise-9255705912)	450	-	0:01:08	0:00:02	0:07:39	-	0:07:39	4	Y	Connected	1177987261	6
In	05/01/2007 14:18:49	05/01/2007 14:29:19	10.10.0.110-2032421111 (Enterprise-2032421111)	450	0:00:09	0:07:13	0:00:02	0:03:06	-	0:03:06	5	Y	Connected	1177987285	4
In	05/01/2007 14:43:24	05/01/2007 14:55:14	10.10.0.110-7035422200 (Enterprise-7035422200)	450	0:00:05	0:04:10	0:00:03	0:07:32	-	0:07:32	5	Y	Connected	1177987308	4
In	05/01/2007 14:50:28	05/01/2007 15:10:51	10.10.0.110-5742581044 (Enterprise-5742581044)	450	0:00:07	0:04:44	0:00:02	0:15:30	-	0:15:29	5	Y	Connected	1177987325	4
In	05/01/2007 15:02:13	05/01/2007 15:19:50	5613683030 (GLOBAL TEL)	450	0:00:04	0:09:14	0:00:02	0:08:17	-	0:08:17	5	Y	Connected	1177987347	4
In	05/01/2007 15:20:48	05/01/2007 15:26:06	10.10.0.110-8474909457 (Enterprise-8474909457)	450	0:00:07	0:02:48	0:00:02	0:02:21	-	0:02:21	5	Y	Connected	1177987367	4
In	05/01/2007 15:49:10	05/01/2007 15:51:08	10.10.0.110-6234450055 (Enterprise-6234450055)	450	-	0:00:21	0:00:02	0:01:35	-	0:01:35	5	Y	Connected	1177987390	5
In	05/01/2007 15:52:52	05/01/2007 15:55:23	10.10.0.110-2675664929 (Enterprise-2675664929)	450	-	0:00:57	0:00:02	0:01:30	0:00:02	0:01:30	5	Y	Transfer	1177987396	5

Outbound Calls

Dir.	Start Time	End Time	Target	WG	Duration in Different Call State: AA/IVR	Queue	Ring	Talk	Hold	Rec	Start Priority	Within SLT	Exit State	Session ID	Seq ID
Out	05/01/2007 13:48:23	05/01/2007 13:48:41		-	-	-	-	-	-	-	-	Y	General VM	1177987251	1
Out	05/01/2007 13:49:10	05/01/2007 13:52:32	17136268324	-	-	-	0:00:02	0:03:20	-	-	-	Y	Connected	1177987252	1
Out	05/01/2007 14:43:08	05/01/2007 14:43:41	206 (William Gaynor)	450	-	-	0:00:22	-	-	-	5	Y	Goto VM without Leaving Voice Message	1177987307	1
Out	05/01/2007 14:44:35	05/01/2007 14:46:14	206 (William Gaynor)	450	-	-	0:00:04	0:01:34	-	0:01:34	5	Y	Connected	1177987312	1
Out	05/01/2007 15:55:23	05/01/2007 15:55:24	228 ()	450	-	-	0:00:01	-	-	-	5	Y	Hang up During Ring	1177987396	6

Figure 2. This report displays inbound and outbound call data for agent extension 196 for one day in May.

Report Fields

- **Dir**—The direction of the call: Inbound or Outbound
- **Start Time**—Time the call started
- **End Time**—Time the call ended
- **Caller**—Available information about the caller: PSTN phone number/IP phone number, name, calling from a cell phone, etc.
- **WG**—The number of the workgroup

- **Duration in Different Call States**—Displays how long the call spent in different call states:
  - AA/IVR—Listening to and making a selection in the AA/IVR
  - Queue—Waiting for an agent after making a selection
  - Ring—Waiting for an agent to answer a ring
  - Talk—Talking with an agent
  - Hold—Time spent on hold after talking with an agent starts
  - Rec—For how long the call was recorded
- **Start Priority**—The priority this call had when it came in.
- **Within SLT**—Was the time the caller had to wait before connecting to an agent within the service level threshold specified, Yes or No. (The Service Level Threshold is set in MaxACD Administrator > **Workgroup Configuration > General** tab.)
- **Exit State**—The state the call was in when the caller exited the call. Examples: Connected, Hang up During Ring, Go to VM with Voice Message, Go to VM without leaving voice message.
- **Session ID**—a unique number assigned by MaxACD to a call
- **Seq ID**—A unique number that identifies multiple records of the same call (same Session ID)

Data Source

All data from the table **CDRMain**

1201 - Agent Performance Summary

Description: Displays a summary of an agent's performance for the reporting period. It includes data from all workgroups an agent belongs to.

Report Options

1. Select a workgroup to display agents assigned to that workgroup.
2. Select single, multiple, or **All** agents.
3. Choose how you want the data summarized (by day, week, or month).
4. Specify a time range for the report.
5. Narrow the report to specific days of the week and a span of time (optional).
6. Select a group-by option.
7. Specify whether to include empty records.
8. Click **Run Report** to run the report.
9. Select the export format (HTML, PDF, Excel) and whether to separate the report results into several files and/or export only specified pages.

AGENT(S) - ALL WGS PERFORMANCE SUMMARY REPORT

Report ID: 1201 | System ID: DEMO SYSTEM | Summary Interval: Day
Time Range: 05/13/2007 - 05/26/2007 | Filter By: Wed, Thu, Fri [07:00 - 12:00] | Group By: Agent

206 (Georgette George)

Start Date	Agent	All WGs and Direct Calls (Inbound & Outbound)									Total Performing Time	Non-Call Activities			
		Answered			Hold			Wrap-Up				Calls	Other Activities During Login		
		Calls	Duration	Avg	Calls	Duration	Avg	Calls	Duration	Avg		RNA	Not-Ready	DND/FWD	Error
05/16/2007	206	11	2:04:57	0:11:21	1	0:01:13	0:01:13	0	-	-	2:06:10	0	-	-	-
05/17/2007	206	2	0:01:27	0:00:43	0	-	-	0	-	-	0:01:27	0	-	-	-
05/18/2007	206	0	-	-	0	-	-	0	-	-	-	0	-	-	-
05/23/2007	206	2	0:06:24	0:03:12	0	-	-	0	-	-	0:06:24	0	-	-	-
05/24/2007	206	9	1:33:21	0:10:22	1	0:01:22	0:01:22	0	-	-	1:34:43	0	-	-	-
05/25/2007	206	5	0:41:54	0:08:22	2	0:00:55	0:00:27	0	-	-	0:42:49	0	-	-	-
Sub Total		29	4:28:03	0:09:14	4	0:03:30	0:00:52	0	-	-	4:31:33	0	-	-	-

Figure 3. This report was run on agent extension 329 for a 2-week time period, Wed. - Fri., from 7 a.m. to 12 noon. "Day" was chosen as the summary interval. The agent took no calls on May 18, and, as specified in the query form, this empty record is included.

Report Fields

- **Start Date**—Start date of the reporting time period
- **Agent**—Agent's extension number
- **All WGs and Direct Calls (Inbound and Outbound)**—Displays the number of calls handled by an agent, the total time the agent spent on *all* calls, and the average time spent per call in each of three categories: Answered, Hold, Wrap-up
  - Answered—Calls the agent was connected to
  - Hold—Calls the agent put on hold
  - Wrap-Up—Calls requiring time for wrap-up activities
- **Total Performing Time**—The total amount of time the agent spent in the above activities in the specified time period
- **Non-Call Activities**—Displays the total of RNA calls (agent was rung but did not answer) for this agent and summarizes the time the agent spent in other activities while logged in:

- Not-Ready—Time in Not-Ready state
- DND/FWD—Time the agent’s extension was set to DND or FWD
- Error—The amount of time the agent’s extension was in error state.

Data Source

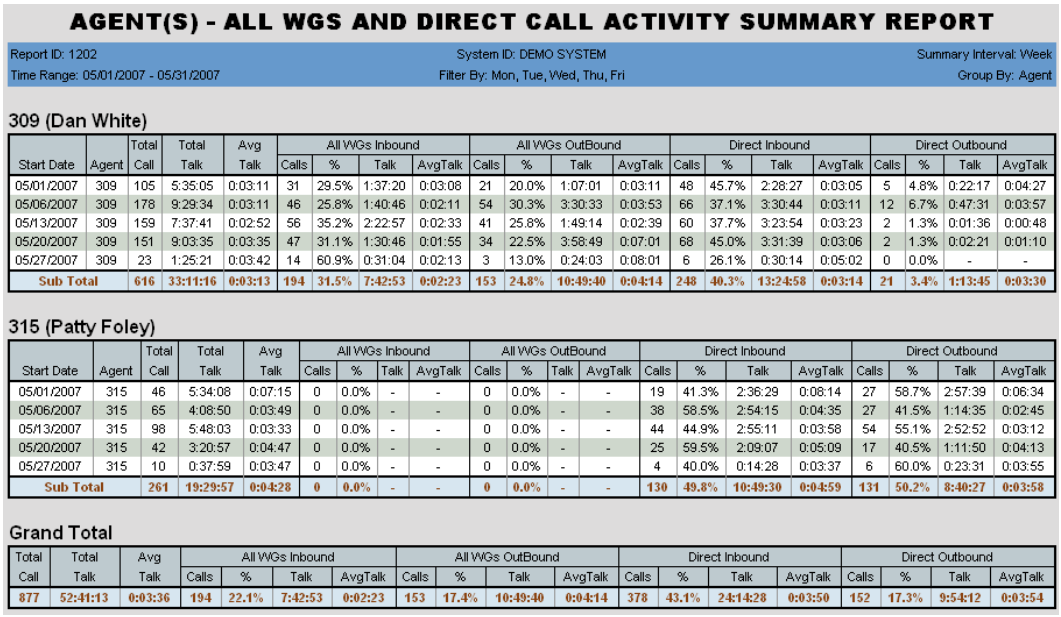
All data from the tables AGENTPERWGSUMMARY1, AGENTPERWGSUMMARY2, AGENTSUMMARY1, AGENTSUMMARY2, AGENTSUMMARY4.

1202 - WG Calls Activity Summary Report

Description: Displays a summary of an agent's workgroup calls for the reporting period.

Report Options

1. Select a workgroup to display agents assigned to that workgroup.
2. Select single, multiple, or **All** agents.
3. Choose how you want the data summarized (by day, week, or month).
4. Specify a time range for the report.
5. Narrow the report to specific days of the week and a span of time (optional).
6. Select a group-by option.
7. Specify whether to include empty records.
8. Click **Run Report** to run the report.
9. Select the export format (HTML, PDF, Excel) and whether to separate the report results into several files and/or export only specified pages.



AGENT(S) - ALL WGS AND DIRECT CALL ACTIVITY SUMMARY REPORT

Report ID: 1202 | System ID: DEMO SYSTEM | Summary Interval: Week
Time Range: 05/01/2007 - 05/31/2007 | Filter By: Mon, Tue, Wed, Thu, Fri | Group By: Agent

309 (Dan White)

Start Date	Agent	Total Call	Total Talk	Avg Talk	All WGs Inbound				All WGs OutBound				Direct Inbound				Direct Outbound			
					Calls	%	Talk	AvgTalk	Calls	%	Talk	AvgTalk	Calls	%	Talk	AvgTalk	Calls	%	Talk	AvgTalk
05/01/2007	309	105	5:35:05	0:03:11	31	29.5%	1:37:20	0:03:08	21	20.0%	1:07:01	0:03:11	48	45.7%	2:28:27	0:03:05	5	4.8%	0:22:17	0:04:27
05/06/2007	309	178	9:29:34	0:03:11	46	25.8%	1:40:46	0:02:11	54	30.3%	3:30:33	0:03:53	66	37.1%	3:30:44	0:03:11	12	6.7%	0:47:31	0:03:57
05/13/2007	309	159	7:37:41	0:02:52	56	35.2%	2:22:57	0:02:33	41	25.8%	1:49:14	0:02:39	60	37.7%	3:23:54	0:03:23	2	1.3%	0:01:36	0:00:48
05/20/2007	309	151	9:03:35	0:03:35	47	31.1%	1:30:46	0:01:55	34	22.5%	3:58:49	0:07:01	68	45.0%	3:31:39	0:03:06	2	1.3%	0:02:21	0:01:10
05/27/2007	309	23	1:25:21	0:03:42	14	60.9%	0:31:04	0:02:13	3	13.0%	0:24:03	0:08:01	6	26.1%	0:30:14	0:05:02	0	0.0%	-	-
Sub Total		**616**	**33:11:16**	**0:03:13**	**194**	**31.5%**	**7:42:53**	**0:02:23**	**153**	**24.8%**	**10:49:40**	**0:04:14**	**248**	**40.3%**	**13:24:58**	**0:03:14**	**21**	**3.4%**	**1:13:45**	**0:03:30**

315 (Patty Foley)

Start Date	Agent	Total Call	Total Talk	Avg Talk	All WGs Inbound				All WGs OutBound				Direct Inbound				Direct Outbound			
					Calls	%	Talk	AvgTalk	Calls	%	Talk	AvgTalk	Calls	%	Talk	AvgTalk	Calls	%	Talk	AvgTalk
05/01/2007	315	46	5:34:08	0:07:15	0	0.0%	-	-	0	0.0%	-	-	19	41.3%	2:36:29	0:08:14	27	58.7%	2:57:39	0:06:34
05/06/2007	315	65	4:08:50	0:03:49	0	0.0%	-	-	0	0.0%	-	-	38	58.5%	2:54:15	0:04:35	27	41.5%	1:14:35	0:02:45
05/13/2007	315	98	5:48:03	0:03:33	0	0.0%	-	-	0	0.0%	-	-	44	44.9%	2:55:11	0:03:58	54	55.1%	2:52:52	0:03:12
05/20/2007	315	42	3:20:57	0:04:47	0	0.0%	-	-	0	0.0%	-	-	25	59.5%	2:09:07	0:05:09	17	40.5%	1:11:50	0:04:13
05/27/2007	315	10	0:37:59	0:03:47	0	0.0%	-	-	0	0.0%	-	-	4	40.0%	0:14:28	0:03:37	6	60.0%	0:23:31	0:03:55
Sub Total		**261**	**19:29:57**	**0:04:28**	**0**	**0.0%**	-	-	**0**	**0.0%**	-	-	**130**	**49.8%**	**10:49:30**	**0:04:59**	**131**	**50.2%**	**8:40:27**	**0:03:58**

Grand Total

Total Call	Total Talk	Avg Talk	All WGs Inbound				All WGs OutBound				Direct Inbound				Direct Outbound			
			Calls	%	Talk	AvgTalk	Calls	%	Talk	AvgTalk	Calls	%	Talk	AvgTalk	Calls	%	Talk	AvgTalk
877	**52:41:13**	**0:03:36**	**194**	**22.1%**	**7:42:53**	**0:02:23**	**153**	**17.4%**	**10:49:40**	**0:04:14**	**378**	**43.1%**	**24:14:28**	**0:03:50**	**152**	**17.3%**	**9:54:12**	**0:03:54**

Figure 4. This report is grouped by agent. It subtotals each agent's call activity, then gives a grand total for all agents.

Report Fields

- **Start Date**—Start date for the report
- **Agent**—Agent's extension number
- **Total Calls**—Total calls the agent was connected to in the specified time period
- **Total Talk**—Total talk time on all that agent's calls
- **Avg Talk**—Average talk time per call (Total Talk/Total Calls)

- All agents' calls are then broken out into categories: All WGs Inbound, All WGs Outbound, Direct Inbound, Direct Outbound. "All WGs" means every workgroup the agent is a member of and refers to calls that come in through a workgroup as opposed to calls that come in directly to the extension. Each category displays the following:
    - Calls—Total calls the agent was connected to in that category during the specified time period
    - %—The percentage of calls that fall into that category ([category] Calls/Total Calls0
    - Talk—Total talk time in that category
    - Avg Talk—Average talk time in that category (Talk/Calls)

Data Source

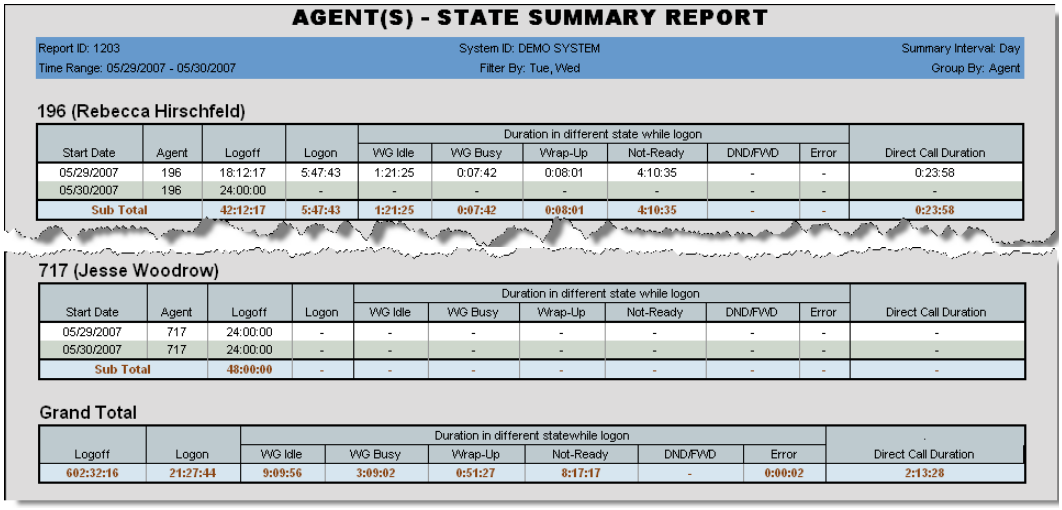
All data from tables AGENTPERWGSUMMARY1, AGENTPERWGSUMMARY2, AGENTSUMMARY1, AGENTSUMMARY2

1203 - Agent State Summary Report

Description: Displays summary statistics for agent states for the reporting period.

Report Options

1. Select a workgroup to display agents assigned to that workgroup.
2. Select single, multiple, or **All** agents.
3. Choose how you want the data summarized (by day, week, or month).
4. Specify a time range for the report.
5. Narrow the report to specific days of the week and a span of time (optional).
6. Select a group-by option.
7. Specify whether to include empty records.
8. Click **Run Report** to run the report.
9. Select the export format (HTML, PDF, Excel) and whether to separate the report results into several files and/or export only specified pages.



AGENT(S) - STATE SUMMARY REPORT

Report ID: 1203 | System ID: DEMO SYSTEM | Summary Interval: Day
Time Range: 05/29/2007 - 05/30/2007 | Filter By: Tue, Wed | Group By: Agent

196 (Rebecca Hirschfeld)

Start Date	Agent	Logoff	Logon	Duration in different state while logon						Direct Call Duration
				WG Idle	WG Busy	Wrap-Up	Not-Ready	DND/FWD	Error	
05/29/2007	196	18:12:17	5:47:43	1:21:25	0:07:42	0:08:01	4:10:35	-	-	0:23:58
05/30/2007	196	24:00:00	-	-	-	-	-	-	-	-
Sub Total		42:12:17	5:47:43	1:21:25	0:07:42	0:08:01	4:10:35	-	-	0:23:58

717 (Jesse Woodrow)

Start Date	Agent	Logoff	Logon	Duration in different state while logon						Direct Call Duration
				WG Idle	WG Busy	Wrap-Up	Not-Ready	DND/FWD	Error	
05/29/2007	717	24:00:00	-	-	-	-	-	-	-	-
05/30/2007	717	24:00:00	-	-	-	-	-	-	-	-
Sub Total		48:00:00	-	-	-	-	-	-	-	-

Grand Total

Logoff	Logon	Duration in different statewhile logon						Direct Call Duration
		WG Idle	WG Busy	Wrap-Up	Not-Ready	DND/FWD	Error	
602:32:16	21:27:44	9:09:56	3:09:02	0:51:27	8:17:17	-	0:00:02	2:13:28

Figure 5. This report, grouped by agent, subtotals the time each agent spent in each state and then displays a grand total in each state for the reporting period.

Report Fields

- **Start Date**—Start date for the report
- **Agent**—Agent's extension number
- **Logoff**—The total time the agent was logged off during the time period specified
- **Logon**—The total time the agent was logged in during the time period specified
- **Duration in different states while logged on**:
  - WG Idle—Time the agent was in Idle state
  - WG Busy—Time the agent was in Busy state
  - Wrap-Up—Time the agent was in wrap-up state after disconnecting from a call

    - Not-Ready—Time the agent was not ready to take workgroup calls (applies to all workgroups the agent is logged into)
    - DND/FWD—Time the agent's extension is set to DND/FWD
    - Error—The amount of time the agent's extension was in error state.
- **Direct Call Duration**—Total time the agent's connected inbound and outbound calls were in talk time and on hold

Data Source

All data from tables AGENTPERWGSUMMARY1, AGENTPERWGSUMMARY2, AGENTSUMMARY1, AGENTSUMMARY2, AGENTSUMMARY3, AGENTSUMMARY4.

1204 - Agent WG Inbound Calls Summary Report

Description: Reports an agent's inbound workgroup calls for the reporting period.

Report Options

1. Select a workgroup to display agents assigned to that workgroup.
2. Select single, multiple, or **All** agents.
3. Choose how you want the data summarized (by day, week, or month).
4. Specify a time range for the report.
5. Narrow the report to specific days of the week and a span of time (optional).
6. Select a group-by option.
7. Specify whether to include empty records.
8. Click **Run Report** to run the report.
9. Select the export format (HTML, PDF, Excel) and whether to separate the report results into several files and/or export only specified pages.

SINGLE AGENT - WG INBOUND CALLS SUMMARY REPORT
205 (JESTER HAIRSTON)

Report ID: 1204 | System ID: DEMO SYSTEM | Summary Interval: Month
Time Range: 01/01/2007 - 03/31/2007 | Filter By: Mon, Tue, Wed, Thu, Fri | Group By: Workgroup

450 (Customer Service)

				Answered					Hold			Wrap-Up		
Start Date	WG	Calls Offered	RNA	Calls	Talk	AvgTalk	Ring	AvgRing	Calls	Total	Avg	Calls	Total	Avg
01/01/2007	450	326	9	324	35:53:29	0:06:38	0:27:04	0:00:05	73	2:03:53	0:01:41	301	7:41:54	0:01:32
02/01/2007	450	236	4	234	25:52:49	0:06:38	0:17:57	0:00:04	32	0:44:17	0:01:23	219	4:55:43	0:01:21
03/01/2007	450	310	0	307	30:24:50	0:05:56	0:23:18	0:00:04	58	1:47:00	0:01:50	286	6:35:17	0:01:22
Sub Total		**872**	**13**	**865**	**92:11:08**	**0:06:23**	**1:08:19**	**0:00:04**	**163**	**4:35:10**	**0:01:41**	**806**	**19:12:54**	**0:01:25**

Figure 6. Monthly summaries were selected as a report parameter for this first-quarter reporting period.

Report Fields

- **Start Date**—Start date for the report
- **WG**—The workgroup's number
- **Calls Offered**—Number of calls sent to the agent
- **RNA**—Number of calls for which the agent was rung but did not answer
- **Answered**—Summary statistics for answered calls:
  - Calls—Number of calls answered
  - Talk—Total talk time on all calls
  - AvgTalk— Average talk time per call (Talk/Calls)
  - Ring—Time that all calls to this agent spent in the ring state
  - AvgRing—Average ringing time per call (Ring/Calls)
- **Hold**
  - Calls—Number of calls put on hold
  - Total—Total time all calls spent on hold
  - Avg—Average time per call spent on hold (Total/Calls)

- **Wrap-Up**
  - Calls—Number of calls requiring wrap-up activity
  - Total—Total time spent in wrap-up activities
  - Avg—Avg time per call spent in wrap-up activities (Total/Calls)

Data Source

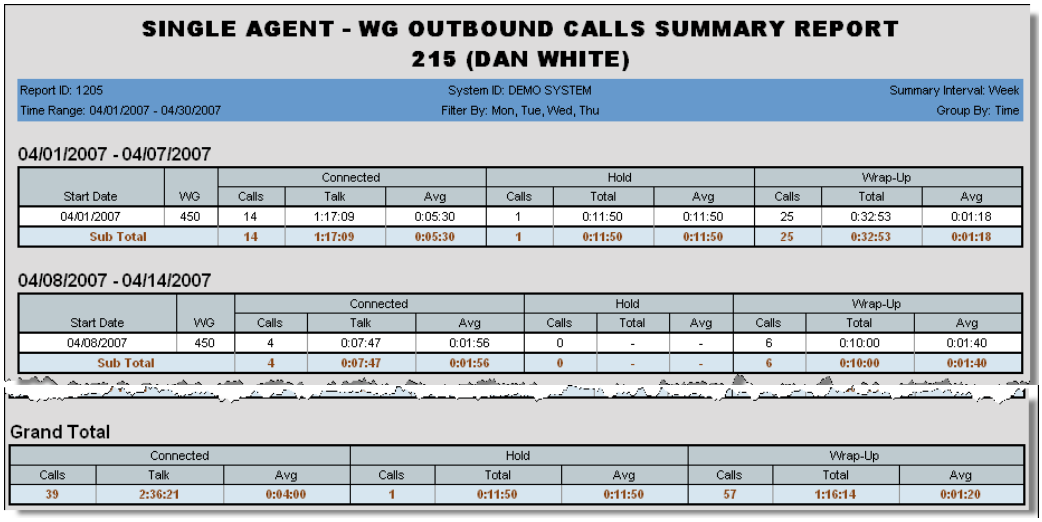
All data from the tables AGENTPERWGSUMMARY1, AGENTPERWGSUMMARY2.

1205 - Agent WG Outbound Calls Summary Report

Description: Reports summary statistics for an agent's outbound workgroup calls for the reporting period.

Report Options

1. Select an agent and one or more workgroups that agent is assigned to.
2. Choose how you want the data summarized (by day, week, or month).
3. Specify a time range for the report.
4. Narrow the report to specific days of the week and a span of time (optional).
5. Select a group-by option.
6. Specify whether to include empty records.
7. Click **Run Report** to run the report.
8. Select the export format (HTML, PDF, Excel) and whether to separate the report results into several files and/or export only specified pages.



SINGLE AGENT - WG OUTBOUND CALLS SUMMARY REPORT
215 (DAN WHITE)

Report ID: 1205 | System ID: DEMO SYSTEM | Summary Interval: Week
Time Range: 04/01/2007 - 04/30/2007 | Filter By: Mon, Tue, Wed, Thu | Group By: Time

04/01/2007 - 04/07/2007

Start Date	WG	Connected			Hold			Wrap-Up		
		Calls	Talk	Avg	Calls	Total	Avg	Calls	Total	Avg
04/01/2007	450	14	1:17:09	0:05:30	1	0:11:50	0:11:50	25	0:32:53	0:01:18
Sub Total		14	1:17:09	0:05:30	1	0:11:50	0:11:50	25	0:32:53	0:01:18

04/08/2007 - 04/14/2007

Start Date	WG	Connected			Hold			Wrap-Up		
		Calls	Talk	Avg	Calls	Total	Avg	Calls	Total	Avg
04/08/2007	450	4	0:07:47	0:01:56	0	-	-	6	0:10:00	0:01:40
Sub Total		4	0:07:47	0:01:56	0	-	-	6	0:10:00	0:01:40

Grand Total

Connected			Hold			Wrap-Up		
Calls	Talk	Avg	Calls	Total	Avg	Calls	Total	Avg
39	2:36:21	0:04:00	1	0:11:50	0:11:50	57	1:16:14	0:01:20

Figure 7. This report was sorted by week, and includes subtotals for each week and a grand total for the reporting period.

Report Fields

- **Start Date**—Start date for the report
- **WG**—The workgroup's number
- **Connected**—Displays connection statistics:
  - Calls—Total calls connected
  - Talk—Total talk time on all calls
  - Avg—Average talk time per call (Talk/Calls)
- **Hold**—Displays statistics for calls put on hold:
  - Calls—Number of calls put on hold
  - Total—Total time all those calls spent on hold

    - Avg—Average hold time per call that was put on hold (Total/Calls)
- **Wrap-Up**—Displays wrap-up statistics:
    - Calls—Number of calls requiring wrap-up activity
    - Total—Total time spent in wrap-up activities for all calls
    - Avg—Average time spent in wrap-up activities per call that required wrap-up activity (Total/Calls)

Data Source

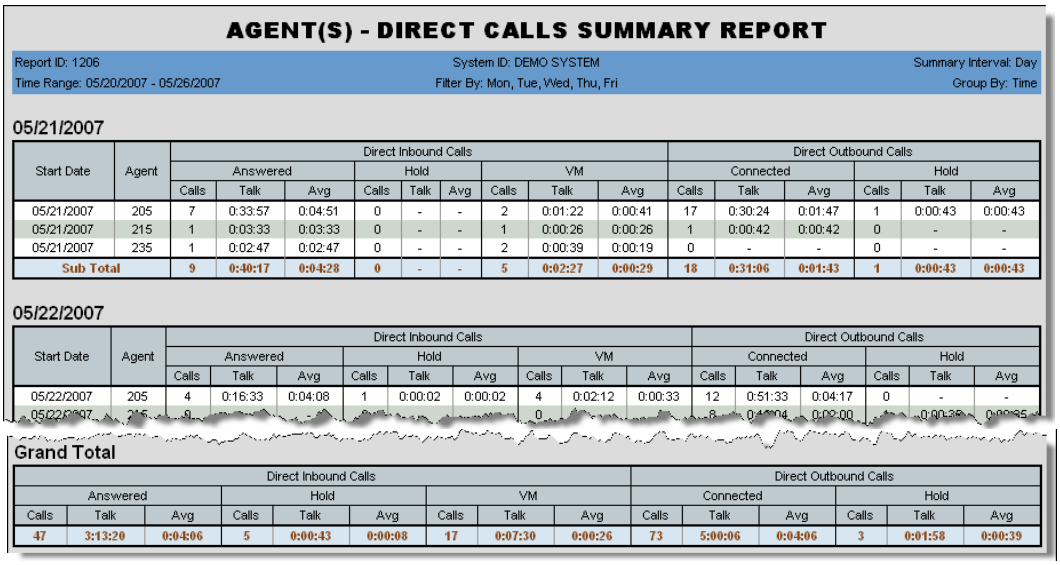
All data from the tables AGENTPERWGSUMMARY1, AGENTPERWGSUMMARY2.

1206 - Agent Direct Calls Summary Report

Description: Displays summary statistics for an agent's direct inbound and outbound calls (as opposed to workgroup calls) for the reporting period.

Report Options

1. Select a workgroup to display agents assigned to that workgroup.
2. Select single, multiple, or **All** agents.
3. Choose how you want the data summarized (by day, week, or month).
4. Specify a time range for the report.
5. Narrow the report to specific days of the week and a span of time (optional).
6. Select a group-by option.
7. Specify whether to include empty records.
8. Click **Run Report** to run the report.
9. Select the export format (HTML, PDF, Excel) and whether to separate the report results into several files and/or export only specified pages.



AGENT(S) - DIRECT CALLS SUMMARY REPORT

Report ID: 1206 | System ID: DEMO SYSTEM | Summary Interval: Day
Time Range: 05/20/2007 - 05/26/2007 | Filter By: Mon, Tue, Wed, Thu, Fri | Group By: Time

05/21/2007

Start Date	Agent	Direct Inbound Calls									Direct Outbound Calls					
		Answered			Hold			VM			Connected			Hold		
		Calls	Talk	Avg	Calls	Talk	Avg	Calls	Talk	Avg	Calls	Talk	Avg	Calls	Talk	Avg
05/21/2007	205	7	0:33:57	0:04:51	0	-	-	2	0:01:22	0:00:41	17	0:30:24	0:01:47	1	0:00:43	0:00:43
05/21/2007	215	1	0:03:33	0:03:33	0	-	-	1	0:00:26	0:00:26	1	0:00:42	0:00:42	0	-	-
05/21/2007	235	1	0:02:47	0:02:47	0	-	-	2	0:00:39	0:00:19	0	-	-	0	-	-
Sub Total		**9**	**0:40:17**	**0:04:28**	**0**	**-**	**-**	**5**	**0:02:27**	**0:00:29**	**18**	**0:31:06**	**0:01:43**	**1**	**0:00:43**	**0:00:43**

05/22/2007

Start Date	Agent	Direct Inbound Calls									Direct Outbound Calls					
		Answered			Hold			VM			Connected			Hold		
		Calls	Talk	Avg	Calls	Talk	Avg	Calls	Talk	Avg	Calls	Talk	Avg	Calls	Talk	Avg
05/22/2007	205	4	0:16:33	0:04:08	1	0:00:02	0:00:02	4	0:02:12	0:00:33	12	0:51:33	0:04:17	0	-	-
05/22/2007	215	0	-	-	0	-	-	0	-	-	8	0:41:04	0:05:08	1	0:00:36	0:00:36

Grand Total

Direct Inbound Calls									Direct Outbound Calls					
Answered			Hold			VM			Connected			Hold		
Calls	Talk	Avg	Calls	Talk	Avg	Calls	Talk	Avg	Calls	Talk	Avg	Calls	Talk	Avg
47	**3:13:20**	**0:04:06**	**5**	**0:00:43**	**0:00:08**	**17**	**0:07:30**	**0:00:26**	**73**	**5:00:06**	**0:04:06**	**3**	**0:01:58**	**0:00:39**

Figure 8. This report, sorted by date, includes subtotals for each day and a grand total for the reporting period.

Report Fields

- **Start Date**—Start date for the report
- **Agent**—Agent's extension number
- **Direct Inbound Calls**—Displays the following call statistics:
  - For **Answered** calls
    - Calls—Total number of direct inbound calls that were answered by the agent
    - Talk—Total talk time on those direct inbound calls
    - Avg—Average talk time per call (Talk/Calls)
  - For calls put on **Hold**

        - Calls—Total number of direct inbound calls that were put on hold
        - Talk—Total hold time on those direct inbound calls
        - Avg—Average hold time per call that was put on hold (Talk/Calls)
    - For calls sent to **VM**
        - Calls—Total number of direct inbound calls sent to voice mail
        - Talk—Total time the caller was in voice mail
        - Avg—Average time spent in voice mail per call that went to VM (Talk/Calls)
- **Direct Outbound Calls**—Displays the following call statistics:
    - For **Connected** calls
        - Calls—Total number of direct outbound calls that were connected
        - Talk—Total talk time on those direct outbound calls
        - Avg—Average talk time per call (Talk/Calls)
    - For calls put on **Hold**
        - Calls—Total number of connected outbound calls that were put on hold
        - Talk—Total hold time on those calls
        - Avg—Average hold time per call that was put on hold (Talk/Calls)

Data Source

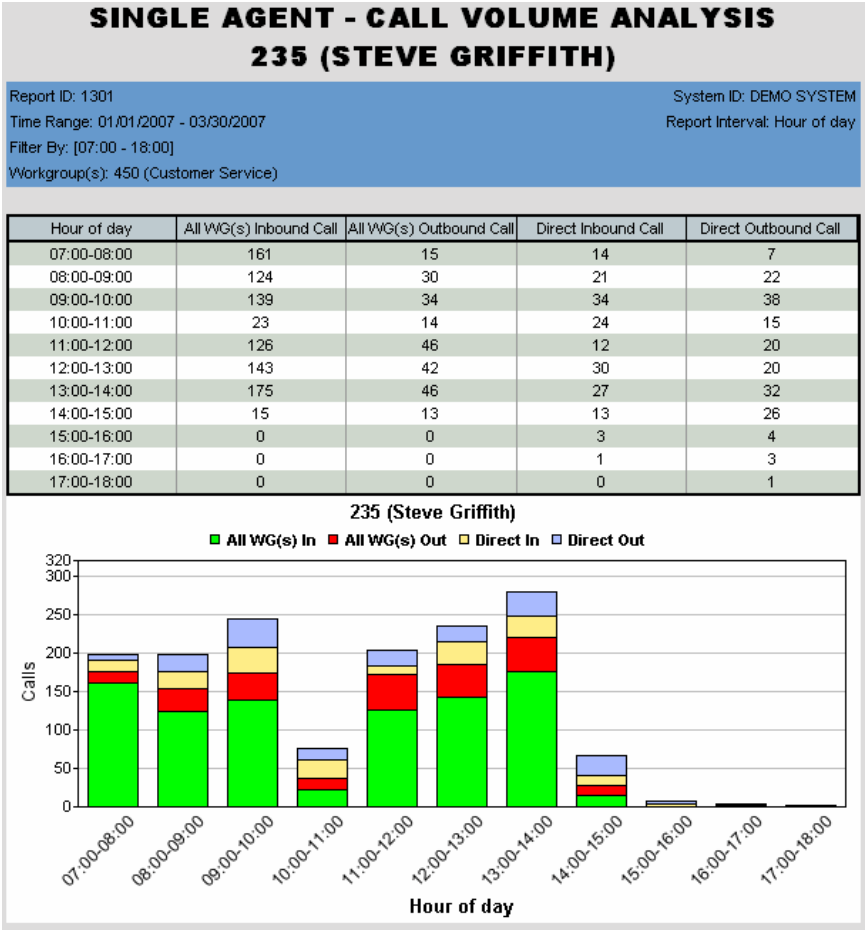
All data from the tables AGENTSUMMARY1, AGENTSUMMARY2.

1301 - Agent Call Volume Analysis

Description: Reports an agent's call volume for the reporting period. Shows results in both tabular and graph formats.

Report Options

1. Select the agent and the agent's workgroup(s).
2. Choose if you want the data reported by hour of day or by day of week.
3. Specify a time range for the report.
4. Narrow the report to specific days of the week and a span of time (optional).
5. Click **Run Report** to run the report.
6. Select the export format (HTML, PDF, Excel) and whether to separate the report results into several files and/or export only specified pages.



SINGLE AGENT - CALL VOLUME ANALYSIS
235 (STEVE GRIFFITH)

Report ID: 1301 — System ID: DEMO SYSTEM
Time Range: 01/01/2007 - 03/30/2007 — Report Interval: Hour of day
Filter By: [07:00 - 18:00]
Workgroup(s): 450 (Customer Service)

Hour of day	All WG(s) Inbound Call	All WG(s) Outbound Call	Direct Inbound Call	Direct Outbound Call
07:00-08:00	161	15	14	7
08:00-09:00	124	30	21	22
09:00-10:00	139	34	34	38
10:00-11:00	23	14	24	15
11:00-12:00	126	46	12	20
12:00-13:00	143	42	30	20
13:00-14:00	175	46	27	32
14:00-15:00	15	13	13	26
15:00-16:00	0	0	3	4
16:00-17:00	0	0	1	3
17:00-18:00	0	0	0	1

Figure 9. This agent's call volume data is displayed by hour of day in table and graph format

Report Fields

- **[Report Interval] (**Hour of day or Day of week**)**—Displays the report interval, as specified in the report parameters

- **All WG(s) Inbound Calls**—Number of inbound workgroup calls answered
- **All WG(s) Outbound Calls**—Number of outbound workgroup calls made
- **Direct Inbound Calls**—Number of inbound direct calls answered
- **Direct Outbound Calls**—Number of outbound direct calls made

Data Source

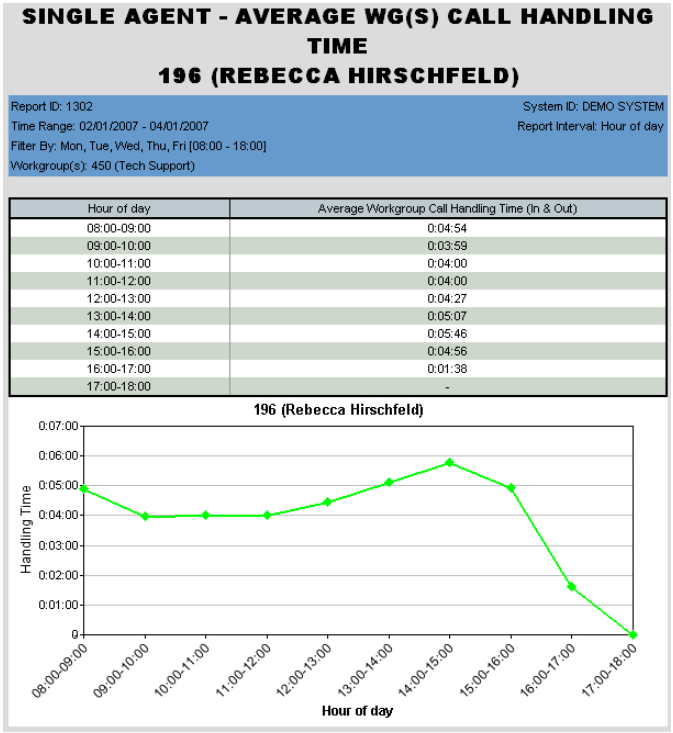
All data from the tables AGENTPERWGSUMMARY1, AGENTPERWGSUMMARY2, AGENTSUMMARY1, AGENTSUMMARY2.

1302 - Agent Average WG Call Handling Time Analysis

Description: Reports an agent's average workgroup call handling time for inbound and outbound calls. Displays results in both table and graph formats.

Report Options

1. Select the agent and the agent's workgroup(s).
2. Choose if you want the data reported by hour of day or by day of week.
3. Specify a time range for the report.
4. Narrow the report to specific days of the week and a span of time (optional).
5. Click **Run Report** to run the report.
6. Select the export format (HTML, PDF, Excel) and whether to separate the report results into several files and/or export only specified pages.



SINGLE AGENT - AVERAGE WG(S) CALL HANDLING TIME
196 (REBECCA HIRSCHFELD)

Report ID: 1302 — System ID: DEMO SYSTEM
Time Range: 02/01/2007 - 04/01/2007 — Report Interval: Hour of day
Filter By: Mon, Tue, Wed, Thu, Fri [08:00 - 18:00]
Workgroup(s): 450 (Tech Support)

Hour of day	Average Workgroup Call Handling Time (In & Out)
08:00-09:00	0:04:54
09:00-10:00	0:03:59
10:00-11:00	0:04:00
11:00-12:00	0:04:00
12:00-13:00	0:04:27
13:00-14:00	0:05:07
14:00-15:00	0:05:46
15:00-16:00	0:04:56
16:00-17:00	0:01:38
17:00-18:00	-

Figure 10. This report displays average workgroup call handling time in table and graph formats for agent extension 196.

Report Fields

- **[Report Interval]** (Hour of day or Day of week)—Displays the report interval, as specified in the report parameters
- **Average Workgroup Call Handling Time (In & Out)**—Adds total of inbound workgroup talk, hold, and wrap-up times and outbound workgroup connected, hold, and wrap-up times, and divides by the total number of calls (workgroup inbound answered calls plus workgroup outbound connected calls).

Data Source

All data from the tables AGENTPERWGSUMMARY1, AGENTPERWGSUMMARY2.

1303 - Agent % Contribution to each WG (Inbound/ Outbound)

Description: Graphs the percentage of workgroup calls answered and made by the specified agent and the percentage of time spent on those calls for each workgroup the agent belongs to.

Report Options

1. Select the agent and the agent's workgroup(s).
2. Specify a time range for the report.
3. Narrow the report to specific days of the week and a span of time (optional).
4. Click **Run Report** to run the report.
5. Select the export format (HTML, PDF, Excel) and whether to separate the report results into several files and/or export only specified pages.

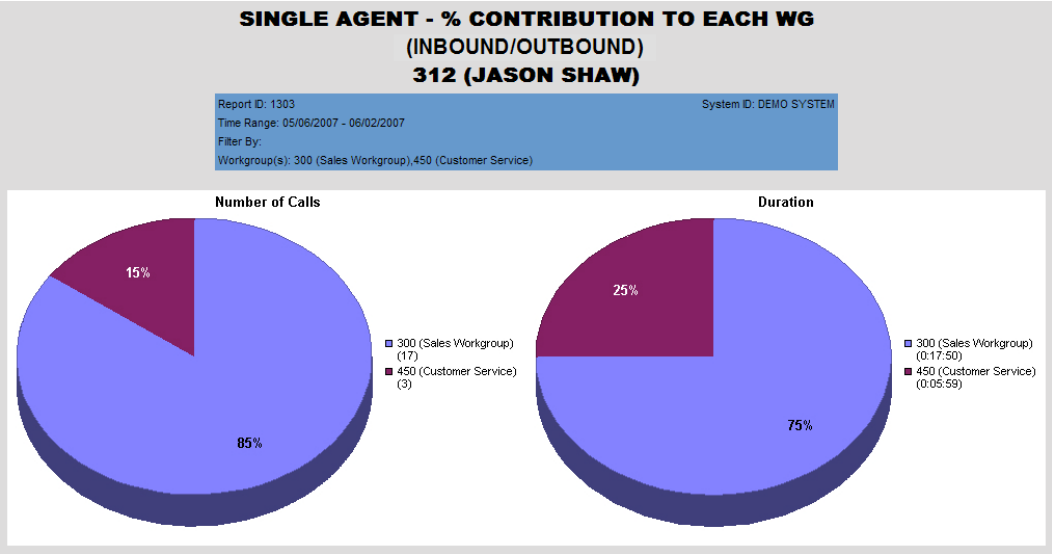


Figure 11. Agent 312 belongs to the Sales workgroup and the Customer Service workgroup. The pie graphs (color-coded) show the agent's contribution to each workgroup.

Report Fields

- **Number of calls**—The number of inbound workgroup calls answered plus the number of outbound workgroup calls connected
- **Duration**—The total talk, hold, and wrap-up time spent on inbound and outbound workgroup calls

Data Source

All data from the table AGENTPERWGSUMMARY1, AGENTPERWGSUMMARY2

1304 - Agent WG Call Answering Time Distribution

Description: Shows how many calls an agent answered within the specified increments of seconds, and shows the percentage of calls that fall into each call-answering time period. Reports similar information for outbound calls. Displays the report results in graph format.

Report Options

1. Select the agent and the agent's workgroup(s).
2. Specify a time range for the report.
3. Narrow the report to specific days of the week and a span of time (optional).
4. Select an increment, in seconds. Here you are asking, for example, how many calls were answered within 30 seconds, how many took 31-60 seconds to answer, and so on.
5. Click **Run Report** to run the report.
6. Select the export format (HTML, PDF, Excel) and whether to separate the report results into several files and/or export only specified pages.

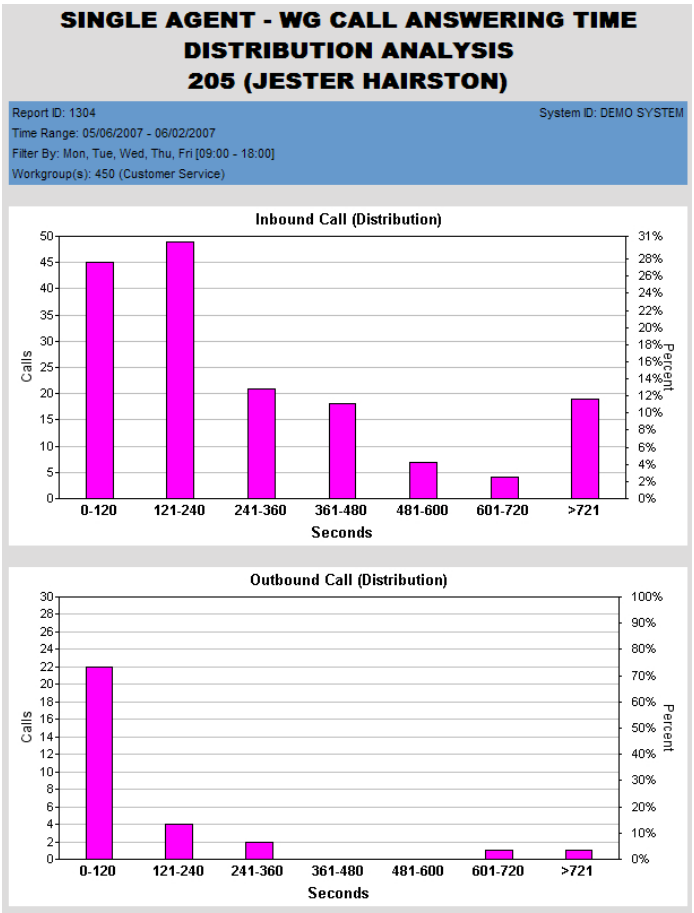


Figure 12. This report shows inbound call answering time and outbound call connection time in intervals of 120 seconds, as specified in the report query.

Graph Labels:

- **Inbound Calls (Distribution)**—Shows how long it took the agent to answer workgroup calls, broken down by periods of seconds
  - **Seconds**—Displays the time intervals you specified (in seconds)
  - **Calls**—The number of workgroup calls answered by the agent during the intervals shown
  - **Percent**—The percentage distribution of workgroup calls answered by the agent during the intervals shown
- **Outbound Calls (Distribution)**—Similar to the graph for inbound calls, shows how long it took the agent to connect when making an outbound workgroup call

Data Source

All data from the table CDRMAIN

Workgroup Reports

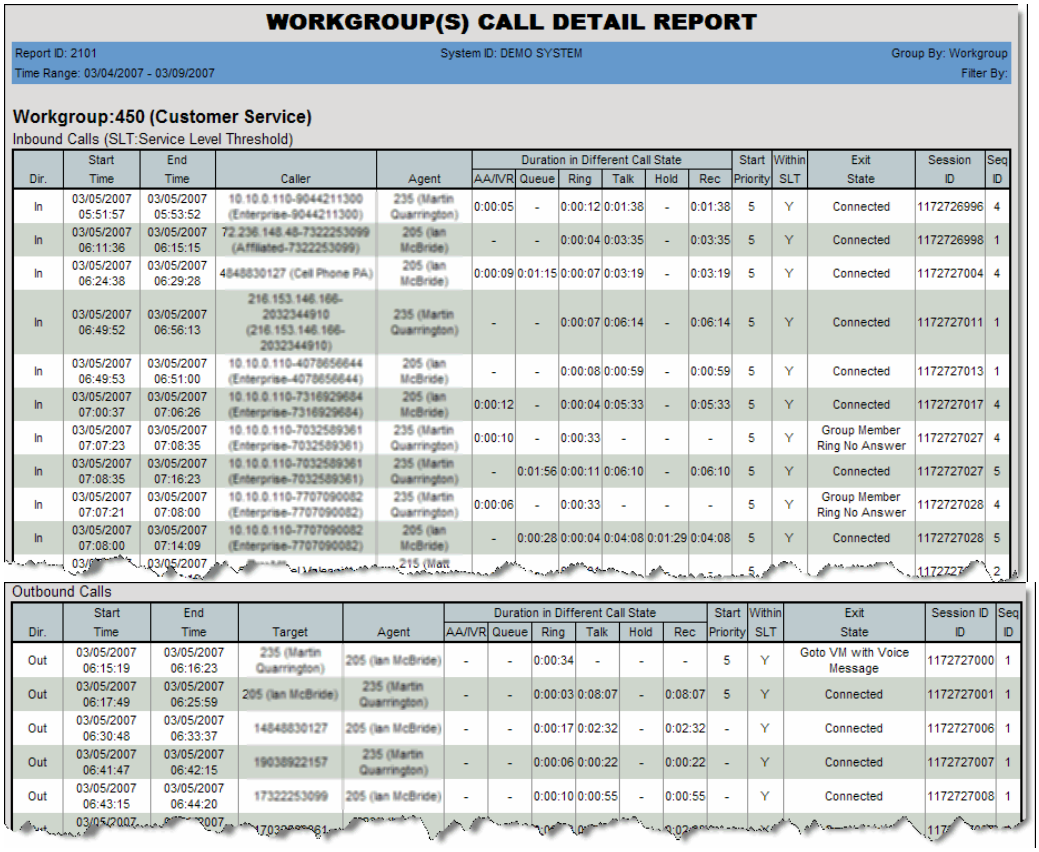
This section describes Workgroup reports.

2101 - Workgroup Call Detail Report

Description: Reports call details for the specified workgroup(s).

Report Options

1. Select an agent to display the workgroups assigned to that agent.
2. Select single, multiple, or **All** workgroups.
3. Specify a time range for the report.
4. Narrow the report to specific days of the week and a span of time (optional).
5. Click **Run Report** to run the report.
6. Select the export format (HTML, PDF, Excel) and whether to separate the report results into several files and/or export only specified pages.



WORKGROUP(S) CALL DETAIL REPORT

Report ID: 2101 | System ID: DEMO SYSTEM | Group By: Workgroup
Time Range: 03/04/2007 - 03/09/2007 | Filter By:

Workgroup:450 (Customer Service)

Inbound Calls (SLT:Service Level Threshold)

Dir.	Start Time	End Time	Caller	Agent	Duration in Different Call State: AA/IVR	Queue	Ring	Talk	Hold	Rec	Start Priority	Within SLT	Exit State	Session ID	Seq ID
In	03/05/2007 05:51:57	03/05/2007 05:53:52	10.10.0.110-9044211300 (Enterprise-9044211300)	235 (Martin Quarrington)	0:00:05	-	0:00:12	0:01:38	-	0:01:38	5	Y	Connected	1172726996	4
In	03/05/2007 06:11:36	03/05/2007 06:15:15	72.236.148.48-7322253099 (Affiliated-7322253099)	205 (Ian McBride)	-	-	0:00:04	0:03:35	-	0:03:35	5	Y	Connected	1172726998	1
In	03/05/2007 06:24:38	03/05/2007 06:29:28	4848830127 (Cell Phone PA)	205 (Ian McBride)	0:00:09	0:01:15	0:00:07	0:03:19	-	0:03:19	5	Y	Connected	1172727004	4
In	03/05/2007 06:49:52	03/05/2007 06:56:13	216.153.146.166-2032344910 (216.153.146.166-2032344910)	235 (Martin Quarrington)	-	-	0:00:07	0:06:14	-	0:06:14	5	Y	Connected	1172727011	1
In	03/05/2007 06:49:53	03/05/2007 06:51:00	10.10.0.110-4078656644 (Enterprise-4078656644)	205 (Ian McBride)	-	-	0:00:08	0:00:59	-	0:00:59	5	Y	Connected	1172727013	1
In	03/05/2007 07:00:37	03/05/2007 07:06:26	10.10.0.110-7316929684 (Enterprise-7316929684)	205 (Ian McBride)	0:00:12	-	0:00:04	0:05:33	-	0:05:33	5	Y	Connected	1172727017	4
In	03/05/2007 07:07:23	03/05/2007 07:08:35	10.10.0.110-7032589361 (Enterprise-7032589361)	235 (Martin Quarrington)	0:00:10	-	0:00:33	-	-	-	5	Y	Group Member Ring No Answer	1172727027	4
In	03/05/2007 07:08:35	03/05/2007 07:16:23	10.10.0.110-7032589361 (Enterprise-7032589361)	235 (Martin Quarrington)	-	0:01:56	0:00:11	0:06:10	-	0:06:10	5	Y	Connected	1172727027	5
In	03/05/2007 07:07:21	03/05/2007 07:08:00	10.10.0.110-7707090082 (Enterprise-7707090082)	235 (Martin Quarrington)	0:00:06	-	0:00:33	-	-	-	5	Y	Group Member Ring No Answer	1172727028	4
In	03/05/2007 07:08:00	03/05/2007 07:14:09	10.10.0.110-7707090082 (Enterprise-7707090082)	205 (Ian McBride)	-	0:00:28	0:00:04	0:04:08	0:01:29	0:04:08	5	Y	Connected	1172727028	5
In	03/05/2007	03/05/2007	[illegible]	215 (Matt [illegible]	[illegible]						5			1172727	2

Outbound Calls

Dir.	Start Time	End Time	Target	Agent	Duration in Different Call State: AA/IVR	Queue	Ring	Talk	Hold	Rec	Start Priority	Within SLT	Exit State	Session ID	Seq ID
Out	03/05/2007 06:15:19	03/05/2007 06:16:23	235 (Martin Quarrington)	205 (Ian McBride)	-	-	0:00:34	-	-	-	5	Y	Goto VM with Voice Message	1172727000	1
Out	03/05/2007 06:17:49	03/05/2007 06:25:59	205 (Ian McBride)	235 (Martin Quarrington)	-	-	0:00:03	0:08:07	-	0:08:07	5	Y	Connected	1172727001	1
Out	03/05/2007 06:30:48	03/05/2007 06:33:37	14848830127	205 (Ian McBride)	-	-	0:00:17	0:02:32	-	0:02:32	-	Y	Connected	1172727006	1
Out	03/05/2007 06:41:47	03/05/2007 06:42:15	19038922157	235 (Martin Quarrington)	-	-	0:00:06	0:00:22	-	0:00:22	-	Y	Connected	1172727007	1
Out	03/05/2007 06:43:15	03/05/2007 06:44:20	17322253099	205 (Ian McBride)	-	-	0:00:10	0:00:55	-	0:00:55	-	Y	Connected	1172727008	1
[illegible]	03/05/2007	[illegible]	[illegible]	[illegible]	[illegible]									1172	

Figure 13. This report shows inbound and outbound call data for the Customer Service workgroup during a week in March.

Report Fields

- **Dir**—The direction of the call: Inbound or Outbound

- **Start Time**—Time the call started
- **End Time**—Time the call ended
- **Caller**—Available information about the caller: PSTN phone number/IP phone number, name, calling from a cell phone, etc.
- **Agent**—The agent's extension number and name
- **Duration in Different Call States**—Displays how long the call spent in different call states:
  - AA/IVR—Listening to and making a selection in the AA/IVR
  - Queue—Waiting for an agent after making a selection
  - Ring—Waiting for an agent to answer a ring
  - Talk—Talking with an agent
  - Hold—Time spent on hold after talking with an agent starts
  - Rec—For how long the call was recorded
- **Start Priority**—The priority this call had when it came in.
- **Within SLT**—Was the time the caller had to wait before connecting to an agent within the service level threshold specified, Yes or No. (The Service Level Threshold is set in MaxACD Administrator > **Workgroup Configuration > General** tab.)
- **Exit State**—The state the call was in when the caller exited the call. Examples: Connected, Hang up During Ring, Go to VM with Voice Message, Go to VM without leaving voice message.
- **Session ID**—a unique number assigned by MaxACD to a call
- **Seq ID**—A unique number that identifies multiple records of the same call (same Session ID)

Data Source

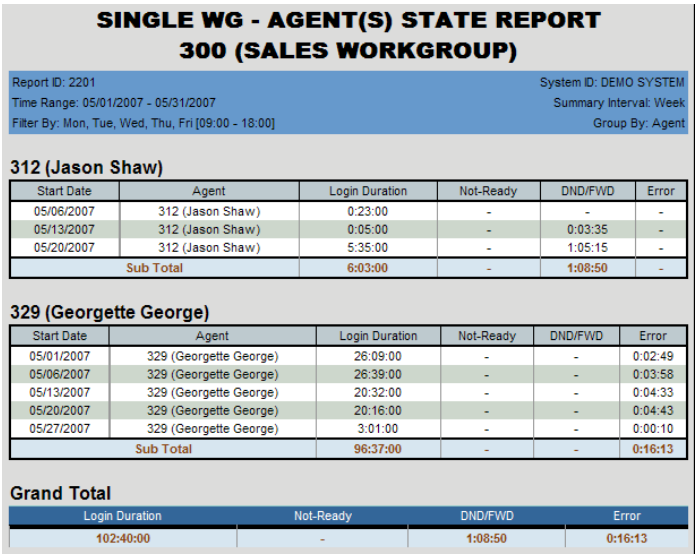
All data from the table CDRMAIN

2201 - Workgroup Agent(s) State

Description: Reports the state for specified workgroup agent(s).

Report Options

1. Select a workgroup, then select agent(s) assigned to that workgroup.
2. Choose how you want the data summarized (by day, week, or month).
3. Specify a time range for the report.
4. Narrow the report to specific days of the week and a span of time (optional).
5. Select a group-by option.
6. Specify whether to include empty records.
7. Click **Run Report** to run the report.
8. Select the export format (HTML, PDF, Excel) and whether to separate the report results into several files and/or export only specified pages.



SINGLE WG - AGENT(S) STATE REPORT
300 (SALES WORKGROUP)

Report ID: 2201 — System ID: DEMO SYSTEM
Time Range: 05/01/2007 - 05/31/2007 — Summary Interval: Week
Filter By: Mon, Tue, Wed, Thu, Fri [09:00 - 18:00] — Group By: Agent

312 (Jason Shaw)

Start Date	Agent	Login Duration	Not-Ready	DND/FWD	Error
05/06/2007	312 (Jason Shaw)	0:23:00	-	-	-
05/13/2007	312 (Jason Shaw)	0:05:00	-	0:03:35	-
05/20/2007	312 (Jason Shaw)	5:35:00	-	1:05:15	-
Sub Total		6:03:00	-	1:08:50	-

329 (Georgette George)

Start Date	Agent	Login Duration	Not-Ready	DND/FWD	Error
05/01/2007	329 (Georgette George)	26:09:00	-	-	0:02:49
05/06/2007	329 (Georgette George)	26:39:00	-	-	0:03:58
05/13/2007	329 (Georgette George)	20:32:00	-	-	0:04:33
05/20/2007	329 (Georgette George)	20:16:00	-	-	0:04:43
05/27/2007	329 (Georgette George)	3:01:00	-	-	0:00:10
Sub Total		96:37:00	-	-	0:16:13

Grand Total

Login Duration	Not-Ready	DND/FWD	Error
102:40:00	-	1:08:50	0:16:13

Figure 14. This report shows length of time the agent spent in various states (logged in, not ready, DND/FWD, error) during the reporting period. Subtotals and grand totals are given.

Report Fields

- **Start Date**—Start date for the report
- **Agent**—Agent's extension number and name
- **Login Duration**—The amount of time the agent was logged in
- **Not Ready**—The amount of time the agent was in Not-Ready state
- **DND/FWD**—The amount of time the agent's extension was in DND/FWD state
- **Error**—The amount of time the agent's extension was in error state.

Data Source

All data from the tables AGENTPERWGSUMMARY1, AGENTPERWGSUMMARY3, AGENTSUMMARY1, AGENTSUMMARY4.

2202 - Workgroup Agent(s) Performance Summary

Description: Displays a performance summary of the specified workgroup agent(s).

Report Options

1. Select a workgroup, then select agent(s) assigned to that workgroup.
2. Choose how you want the data summarized (by day, week, or month).
3. Specify a time range for the report.
4. Narrow the report to specific days of the week and a span of time (optional).
5. Select a group-by option.
6. Specify whether to include empty records.
7. Click **Run Report** to run the report.
8. Select the export format (HTML, PDF, Excel) and whether to separate the report results into several files and/or export only specified pages.

SINGLE WG - AGENT(S) PERFORMANCE SUMMARY REPORT
450 (CUSTOMER SERVICE)

Report ID: 2202 | System ID: DEMO SYSTEM | Summary Interval: Day
Time Range: 05/06/2007 - 05/12/2007 | Filter By: Mon, Tue, Wed, Thu, Fri [07:00 - 18:00] | Group By: Agent

205 (Jester Hairston)

Start Date	Agent	Workgroup and Direct Calls (Inbound & Outbound)									Total Performing Time	Non-Call Activities			
		Answered			Hold			Wrap-Up				Calls	Other Activities During Login		
		Calls	Total	Avg	Calls	Total	Avg	Calls	Total	Avg		RNA	Not-Ready	DND/FWD	Error
05/07/2007	205	35	2:15:05	0:03:51	3	0:02:30	0:00:50	35	0:57:17	0:01:38	3:14:52	0	1:40:43	-	-
05/08/2007	205	39	2:03:13	0:03:09	3	0:04:30	0:01:30	27	0:44:40	0:01:39	2:52:23	0	2:05:22	-	0:00:01
05/09/2007	205	30	2:23:59	0:04:47	2	0:01:43	0:00:51	29	0:41:26	0:01:25	3:07:08	0	2:04:29	-	-
05/10/2007	205	50	3:28:22	0:04:10	1	0:00:11	0:00:11	50	0:25:18	0:00:30	3:53:51	0	2:07:29	-	-
05/11/2007	205	20	1:42:28	0:05:07	4	0:02:58	0:00:44	18	0:24:47	0:01:22	2:10:13	0	2:59:45	-	-
Sub Total		**174**	**11:53:07**	**0:04:05**	**13**	**0:11:52**	**0:00:54**	**159**	**3:13:28**	**0:01:13**	**15:18:27**	**0**	**10:57:48**	-	**0:00:01**

215 (Dan White)

Start Date	Agent	Workgroup and Direct Calls (Inbound & Outbound)									Total Performing Time	Non-Call Activities			
		Answered			Hold			Wrap-Up				Calls	Other Activities During Login		
		Calls	Total	Avg	Calls	Total	Avg	Calls	Total	Avg		RNA	Not-Ready	DND/FWD	Error
05/07/2007	215	32	4:46:47	0:08:57	4	0:11:25	0:02:51	21	0:18:48	0:00:53	5:17:00	1	1:30:54	-	-
05/08/2007	215	27	3:42:05	0:08:13	3	0:00:39	0:00:13	30	0:36:54	0:01:13	4:19:38	0	1:44:53	-	-
05/09/2007	215	21	3:17:06	0:09:23	3	0:00:06	0:00:02	21	0:35:58	0:01:42	3:53:10	1	1:41:16	-	-
05/10/2007	215	30	3:11:02	0:06:22	5	0:00:36	0:00:07	28	0:26:41	0:00:57	3:38:19	0	1:36:25	-	-
05/11/2007	215	25	3:15:14	0:07:48	1	0:02:58	0:02:58	26	0:26:47	0:01:01	3:44:59	0	2:06:06	-	-
Sub Total		**135**	**18:12:14**	**0:08:05**	**16**	**0:15:44**	**0:00:59**	**126**	**2:25:08**	**0:01:09**	**20:53:06**	**2**	**8:39:34**	-	-

Grand Total

Workgroup and Direct Calls (Inbound & Outbound)									Total Performing Time	Non-Call Activities			
Answered			Hold			Wrap-Up				Calls	Other Activities During Login		
Calls	Total	Avg	Calls	Total	Avg	Calls	Total	Avg		RNA	Not-Ready	DND/FWD	Error
309	**30:05:21**	**0:05:50**	**29**	**0:27:36**	**0:00:57**	**285**	**5:38:36**	**0:01:11**	**36:11:33**	**2**	**19:37:22**	-	**0:00:01**

Figure 15. A summary interval of "day" was specified for this report. The report is grouped by agent. Subtotals and grand totals are given.

Report Fields

- **Start Date**—Start date of the reporting time period
- **Agent**—Agent's extension number
- **Workgroup and Direct Calls (Inbound and Outbound)**—Displays the number of calls handled by an agent, the total time the agent spent on *all* calls, and the average time spent per call in each of three categories: Answered, Hold, Wrap-up
  - Answered—Calls the agent was connected to
  - Hold—Calls the agent put on hold

    - Wrap-Up—Calls requiring time for wrap-up activities
- **Total Performing Time**—The total amount of time the agent spent in the above activities in the specified time period
- **Non-Call Activities**—Displays the total of RNA calls (agent was rung but did not answer) for the agent and summarizes the time the agent spent in other activities while logged in:
    - Not-Ready—Amount of time in Not-Ready state
    - DND/FWD—Amount of time the agent's extension was set to DND or FWD
- **Error**—Amount of time the agent's extension was in error state.

Data Source

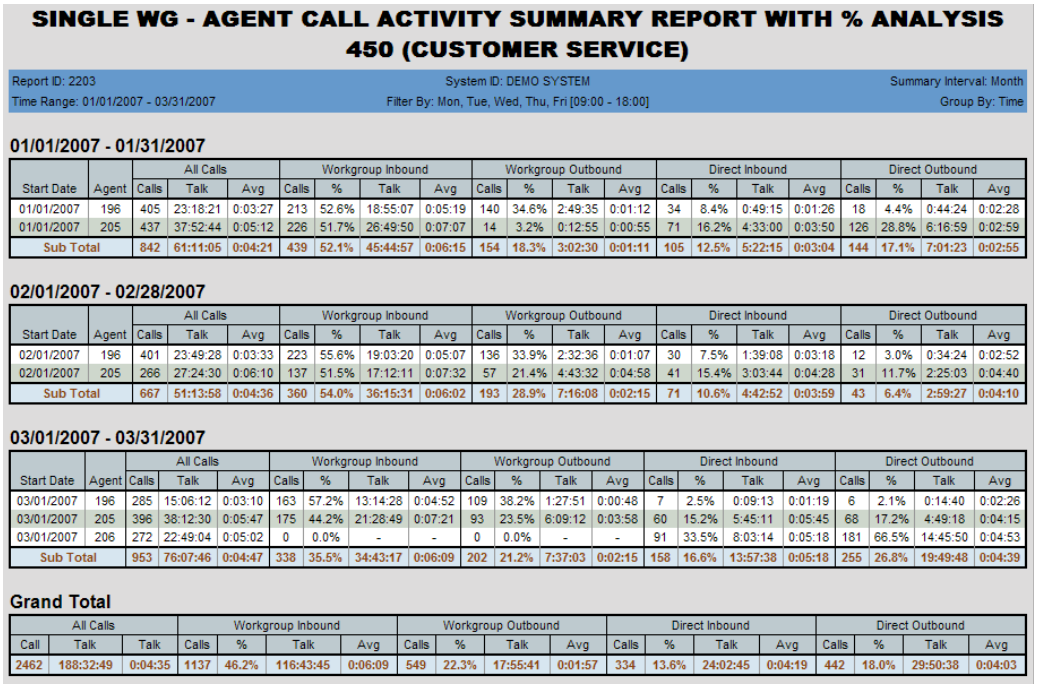
All data from the tables AGENTPERWGSUMMARY1, AGENTPERWGSUMMARY2, AGENTSUMMARY1, AGENTSUMMARY2, AGENTSUMMARY4.

2203 - Workgroup Agent Call Activity Summary with % Analysis

Description: Reports call activity for the specified workgroup agent(s).

Report Options

1. Select a workgroup, then select agent(s) assigned to that workgroup.
2. Choose how you want the data summarized (by day, week, or month).
3. Specify a time range for the report.
4. Narrow the report to specific days of the week and a span of time (optional).
5. Select a group-by option.
6. Specify whether to include empty records.
7. Click **Run Report** to run the report.
8. Select the export format (HTML, PDF, Excel) and whether to separate the report results into several files and/or export only specified pages.



SINGLE WG - AGENT CALL ACTIVITY SUMMARY REPORT WITH % ANALYSIS
450 (CUSTOMER SERVICE)

Report ID: 2203 | System ID: DEMO SYSTEM | Summary Interval: Month
Time Range: 01/01/2007 - 03/31/2007 | Filter By: Mon, Tue, Wed, Thu, Fri [09:00 - 18:00] | Group By: Time

01/01/2007 - 01/31/2007

		All Calls			Workgroup Inbound				Workgroup Outbound				Direct Inbound				Direct Outbound			
Start Date	Agent	Calls	Talk	Avg	Calls	%	Talk	Avg	Calls	%	Talk	Avg	Calls	%	Talk	Avg	Calls	%	Talk	Avg
01/01/2007	196	405	23:18:21	0:03:27	213	52.6%	18:55:07	0:05:19	140	34.6%	2:49:35	0:01:12	34	8.4%	0:49:15	0:01:26	18	4.4%	0:44:24	0:02:28
01/01/2007	205	437	37:52:44	0:05:12	226	51.7%	26:49:50	0:07:07	14	3.2%	0:12:55	0:00:55	71	16.2%	4:33:00	0:03:50	126	28.8%	6:16:59	0:02:59
Sub Total		842	61:11:05	0:04:21	439	52.1%	45:44:57	0:06:15	154	18.3%	3:02:30	0:01:11	105	12.5%	5:22:15	0:03:04	144	17.1%	7:01:23	0:02:55

02/01/2007 - 02/28/2007

		All Calls			Workgroup Inbound				Workgroup Outbound				Direct Inbound				Direct Outbound			
Start Date	Agent	Calls	Talk	Avg	Calls	%	Talk	Avg	Calls	%	Talk	Avg	Calls	%	Talk	Avg	Calls	%	Talk	Avg
02/01/2007	196	401	23:49:28	0:03:33	223	55.6%	19:03:20	0:05:07	136	33.9%	2:32:36	0:01:07	30	7.5%	1:39:08	0:03:18	12	3.0%	0:34:24	0:02:52
02/01/2007	205	266	27:24:30	0:06:10	137	51.5%	17:12:11	0:07:32	57	21.4%	4:43:32	0:04:58	41	15.4%	3:03:44	0:04:28	31	11.7%	2:25:03	0:04:40
Sub Total		667	51:13:58	0:04:36	360	54.0%	36:15:31	0:06:02	193	28.9%	7:16:08	0:02:15	71	10.6%	4:42:52	0:03:59	43	6.4%	2:59:27	0:04:10

03/01/2007 - 03/31/2007

		All Calls			Workgroup Inbound				Workgroup Outbound				Direct Inbound				Direct Outbound			
Start Date	Agent	Calls	Talk	Avg	Calls	%	Talk	Avg	Calls	%	Talk	Avg	Calls	%	Talk	Avg	Calls	%	Talk	Avg
03/01/2007	196	285	15:06:12	0:03:10	163	57.2%	13:14:28	0:04:52	109	38.2%	1:27:51	0:00:48	7	2.5%	0:09:13	0:01:19	6	2.1%	0:14:40	0:02:26
03/01/2007	205	396	38:12:30	0:05:47	175	44.2%	21:28:49	0:07:21	93	23.5%	6:09:12	0:03:58	60	15.2%	5:45:11	0:05:45	68	17.2%	4:49:18	0:04:15
03/01/2007	206	272	22:49:04	0:05:02	0	0.0%	-	-	0	0.0%	-	-	91	33.5%	8:03:14	0:05:18	181	66.5%	14:45:50	0:04:53
Sub Total		953	76:07:46	0:04:47	338	35.5%	34:43:17	0:06:09	202	21.2%	7:37:03	0:02:15	158	16.6%	13:57:38	0:05:18	255	26.8%	19:49:48	0:04:39

Grand Total

All Calls			Workgroup Inbound				Workgroup Outbound				Direct Inbound				Direct Outbound			
Call	Talk	Talk	Calls	%	Talk	Avg	Calls	%	Talk	Avg	Calls	%	Talk	Avg	Calls	%	Talk	Avg
2462	188:32:49	0:04:35	1137	46.2%	116:43:45	0:06:09	549	22.3%	17:55:41	0:01:57	334	13.6%	24:02:45	0:04:19	442	18.0%	29:50:38	0:04:03

Figure 16. This report was run on two agents in the Customer Service workgroup for the first quarter of the year. The specified summary interval was by month.

Report Fields

- **Start Date**—Start date for the report
- **Agent**—Agent's extension number
- **All Calls**—Data on all calls the agent was connected to in the specified time period:
  - Calls—Total number of calls the agent handled
  - Talk—Total talk time on all that agent's calls

    - Avg—Average talk time per call (Talk/Calls)
- Agent calls are then broken out into categories: Workgroup Inbound, Workgroup Outbound, Direct Inbound, Direct Outbound. Each category displays the following:
    - Calls—Total calls the agent was connected to in that category during the specified time period
    - %—The percentage of the agent's calls that fall into that category ([category] Calls/[All Calls] Calls
    - Talk—Total talk time in that category
    - Avg —Average talk time in that category (Talk/Calls)

Data Source

All data from the tables AGENTPERWGSUMMARY1, AGENTPERWGSUMMARY2, AGENTSUMMARY1, AGENTSUMMARY2.

2204 - Workgroup Agent Call/Time Contribution % Comparison

Description: Reports all calls, including inbound workgroup, outbound workgroup, direct inbound and direct outbound calls, for the specified workgroup agent(s).

Report Options

1. Select a workgroup, then select agent(s) assigned to that workgroup.
2. Choose how you want the data summarized (by day, week, or month).
3. Specify a time range for the report.
4. Narrow the report to specific days of the week and a span of time (optional).
5. Select a group-by option.
6. Specify whether to include empty records.
7. Click **Run Report** to run the report.
8. Select the export format (HTML, PDF, Excel) and whether to separate the report results into several files and/or export only specified pages.

SINGLE WG - AGENT CALL/TIME CONTRIBUTION % COMPARISON
450 (CUSTOMER SERVICE)

Report ID: 2204 | System ID: DEMO SYSTEM | Summary Interval: Month
Time Range: 01/01/2007 - 03/31/2007 | Filter By: | Group By: Time

01/01/2007 - 01/31/2007

			All Calls				Workgroup Inbound				Workgroup OutBound				Direct Inbound				Direct Outbound			
Start Date	Agent	Name	Calls	%	Talk	%	Calls	%	Talk	%	Calls	%	Talk	%	Calls	%	Talk	%	Calls	%	Talk	%
01/01/2007	196	Rebecca Hirschfe	459	41.9%	26:07:28	34.7%	244	43.0%	21:24:39	37.4%	158	91.9%	3:01:12	93.3%	39	32.8%	0:57:13	15.5%	18	7.6%	0:44:24	8.5%
01/01/2007	205	Jester Hairston	637	58.1%	49:14:24	65.3%	324	57.0%	35:53:29	62.6%	14	8.1%	0:12:55	6.7%	80	67.2%	5:12:35	84.5%	219	92.4%	7:55:25	91.5%
Sub Total			1096	100.0%	75:21:52	100.0%	568	100.0%	57:18:08	100.0%	172	100.0%	3:14:07	100.0%	119	100.0%	6:09:48	100.0%	237	100.0%	8:39:49	100.0%

02/01/2007 - 02/28/2007

			All Calls				Workgroup Inbound				Workgroup OutBound				Direct Inbound				Direct Outbound			
Start Date	Agent	Name	Calls	%	Talk	%	Calls	%	Talk	%	Calls	%	Talk	%	Calls	%	Talk	%	Calls	%	Talk	%
02/01/2007	196	Rebecca Hirschfe	488	48.3%	28:22:17	42.3%	278	54.3%	22:21:39	46.4%	151	43.4%	3:05:20	32.6%	38	39.2%	1:58:11	33.6%	21	38.9%	0:57:07	27.1%
02/01/2007	205	Jester Hairston	523	51.7%	38:43:20	57.7%	234	45.7%	25:52:49	53.6%	197	56.6%	6:23:19	67.4%	59	60.8%	3:53:43	66.4%	33	61.1%	2:33:29	72.9%
Sub Total			1011	100.0%	67:05:37	100.0%	512	100.0%	48:14:28	100.0%	348	100.0%	9:28:39	100.0%	97	100.0%	5:51:54	100.0%	54	100.0%	3:30:36	100.0%

03/01/2007 - 03/31/2007

			All Calls				Workgroup Inbound				Workgroup OutBound				Direct Inbound				Direct Outbound			
Start Date	Agent	Name	Calls	%	Talk	%	Calls	%	Talk	%	Calls	%	Talk	%	Calls	%	Talk	%	Calls	%	Talk	%
03/01/2007	196	Rebecca Hirschfe	368	37.9%	20:23:56	28.3%	223	42.1%	18:03:42	37.3%	122	48.4%	1:43:15	19.3%	17	16.0%	0:22:19	4.7%	6	7.1%	0:14:40	3.6%
03/01/2007	205	Jester Hairston	604	62.1%	51:42:58	71.7%	307	57.9%	30:24:50	62.7%	130	51.6%	7:12:59	80.7%	89	84.0%	7:28:49	95.3%	78	92.9%	6:36:20	96.4%
Sub Total			972	100.0%	72:06:54	100.0%	530	100.0%	48:28:32	100.0%	252	100.0%	8:56:14	100.0%	106	100.0%	7:51:08	100.0%	84	100.0%	6:51:00	100.0%

Figure 17. This report compares the contributions of agents 196 and 205 for the first quarter of the year.

Report Fields

- **Start Date**—Start date for the report
- **Agent**—Agent's extension number
- **Name**—Agent's name
- **All Calls**—Data on all calls that each workgroup agent handled in the specified time period, broken out into four columns:
  - Calls—Total number of calls the agent handled

    - %—Percentage that number is of the total workgroup calls for the specified time period ([All Calls] Calls/<Sub Total of Calls>)
    - Talk—Total talk time on all that agent's calls
    - %—Percentage that duration is of the total workgroup talk time for the specified time period ([All Calls] Talk/[All Calls]<Sub Total of Talk>)
- Agent calls are then broken out into categories: Workgroup Inbound, Workgroup Outbound, Direct Inbound, Direct Outbound. Each category displays the following:
    - Calls—Total calls the agent was connected to in that category during the specified time period for the specified workgroup
    - %—Percentage that number is of all workgroup calls that fall into that category in the specified time period ([category] Calls/[category]<Sub Total of Calls>)
    - Talk—Agent's total talk time in that category
    - %—Percentage that duration is of total workgroup talk time in that category in the specified time period ([category] Talk/[category]<Sub Total of Talk>)

Data Source

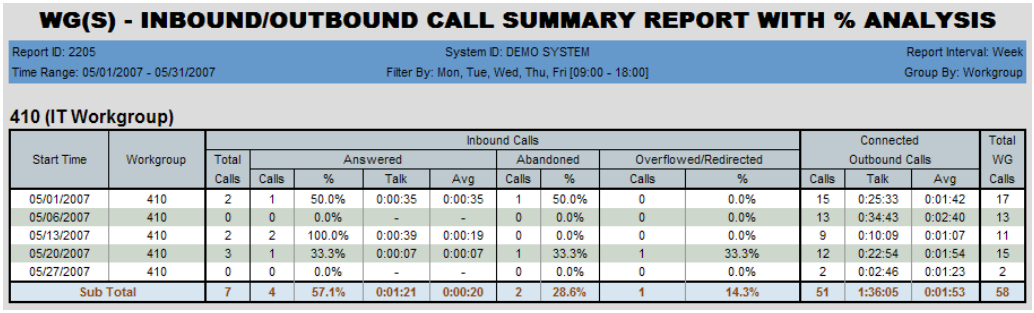
All data from the tables AGENTPERWGSUMMARY1, AGENTPERWGSUMMARY2, AGENTSUMMARY1, AGENTSUMMARY2

2205 - Workgroup Inbound/Outbound Call Summary with % Analysis

Description: Reports all inbound (answered/abandoned/overflowed) calls and outbound connected calls for the specified workgroup(s).

Report Options

1. Select an agent, if you want only that agent's workgroups to appear in the workgroup selection list.
2. Select workgroup(s).
3. Choose how you want the data summarized (by day, week, or month).
4. Specify a time range for the report.
5. Narrow the report to specific days of the week and a span of time (optional).
6. Select a group-by option.
7. Specify whether to include empty records.
8. Click **Run Report** to run the report.
9. Select the export format (HTML, PDF, Excel) and whether to separate the report results into several files and/or export only specified pages.



WG(S) - INBOUND/OUTBOUND CALL SUMMARY REPORT WITH % ANALYSIS

Report ID: 2205 | System ID: DEMO SYSTEM | Report Interval: Week
Time Range: 05/01/2007 - 05/31/2007 | Filter By: Mon, Tue, Wed, Thu, Fri [09:00 - 18:00] | Group By: Workgroup

410 (IT Workgroup)

Start Time	Workgroup	Inbound Calls									Connected Outbound Calls			Total WG Calls
		Total Calls	Answered				Abandoned		Overflowed/Redirected					
			Calls	%	Talk	Avg	Calls	%	Calls	%	Calls	Talk	Avg	
05/01/2007	410	2	1	50.0%	0:00:35	0:00:35	1	50.0%	0	0.0%	15	0:25:33	0:01:42	17
05/06/2007	410	0	0	0.0%	-	-	0	0.0%	0	0.0%	13	0:34:43	0:02:40	13
05/13/2007	410	2	2	100.0%	0:00:39	0:00:19	0	0.0%	0	0.0%	9	0:10:09	0:01:07	11
05/20/2007	410	3	1	33.3%	0:00:07	0:00:07	1	33.3%	1	33.3%	12	0:22:54	0:01:54	15
05/27/2007	410	0	0	0.0%	-	-	0	0.0%	0	0.0%	2	0:02:46	0:01:23	2
Sub Total		7	4	57.1%	0:01:21	0:00:20	2	28.6%	1	14.3%	51	1:36:05	0:01:53	58

Figure 18. This report shows inbound and outbound calls to the IT workgroup during the month of May, displayed in one-week intervals.

Report Fields

- **Start Date**—Start date for the report
- **Workgroup**—Workgroup's number
- **Inbound Calls**—Displays the workgroup's total number of inbound calls (**Total Calls**) for the specified time period, then displays call data in three categories:
  - Answered
    - Calls—Total number of calls answered in that workgroup in the specified time period
    - %—Percentage that number is of the total workgroup calls for the specified time period ([Answered] Calls/[Inbound Calls] Total Calls)
    - Talk—Total talk time on those answered calls
    - Avg—Average talk time per call ([Answered] Talk/[Answered] Calls)

    - Abandoned
        - Calls—The number of calls abandoned in that workgroup in the specified time period
        - %—Percentage that number is of the total workgroup calls for the specified time period ([Abandoned] Calls/[Inbound Calls] Total Calls)
    - Overflowed/Redirected
        - Calls—Total number of that workgroup's overflowed and redirected calls in the specified time period
        - %—Percentage that number is of the total workgroup calls for the specified time period ([Overflowed/Redirected] Calls/[Inbound Calls] Total Calls)
- **Connected Outbound Calls**—Displays the workgroup's total number of outbound calls for the specified time period, then displays data in three categories:
    - Calls—Total number of connected outbound calls for the workgroup
    - Talk—Total talk time on those outbound calls
    - Avg—Average talk time per outbound call (Talk/Calls)
- **Total WG Calls**—Total workgroup calls for the workgroup in the time period specified

Data Source

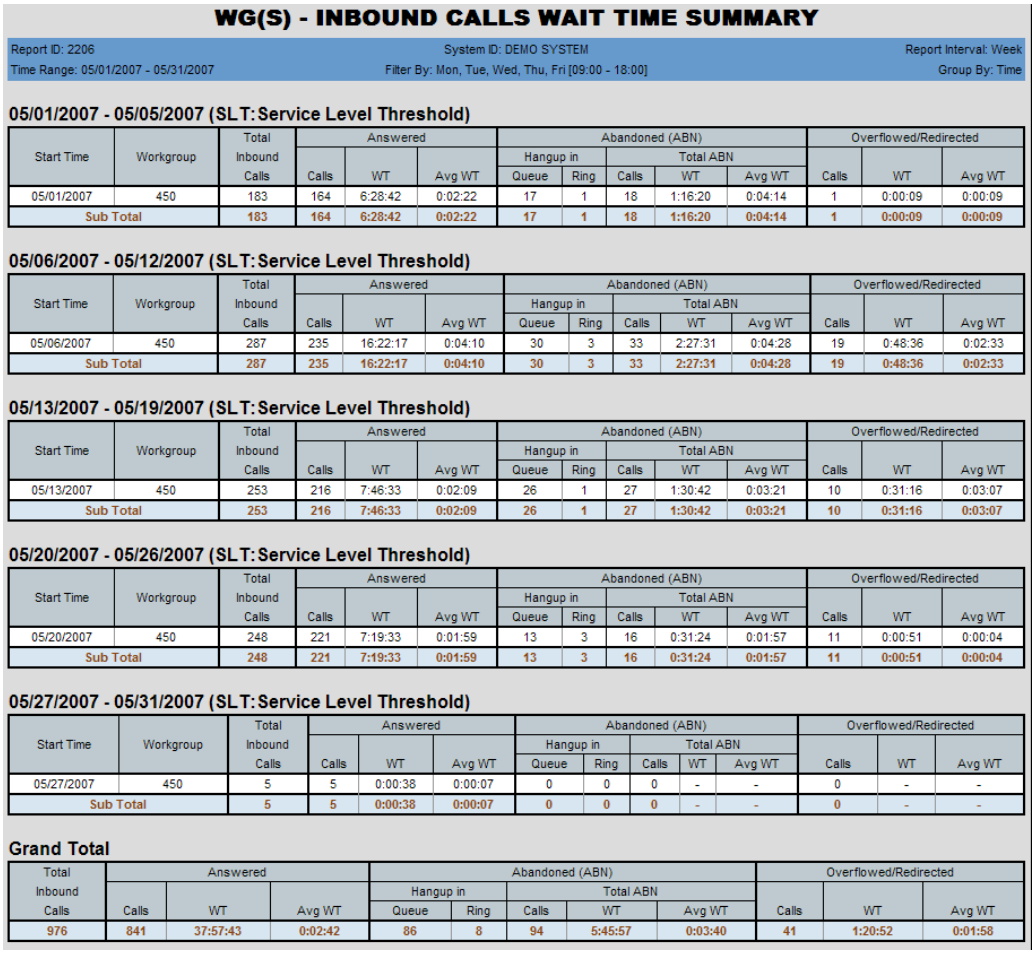
All data from the table WGSUMMARY

2206 - Workgroup Inbound Calls Wait Time Summary

Description: Reports the wait time for total inbound calls, including answered, abandoned and overflowed, for the specified workgroup.

Report Options

1. Select an agent, if you want only that agent's workgroups to appear in the workgroup selection list.
2. Select workgroup(s).
3. Choose how you want the data summarized (by day, week, or month).
4. Specify a time range for the report.
5. Narrow the report to specific days of the week and a span of time (optional).
6. Select a group-by option.
7. Specify whether to include empty records.
8. Click **Run Report** to run the report.
9. Select the export format (HTML, PDF, Excel) and whether to separate the report results into several files and/or export only specified pages.



WG(S) - INBOUND CALLS WAIT TIME SUMMARY

Report ID: 2206 | System ID: DEMO SYSTEM | Report Interval: Week
Time Range: 05/01/2007 - 05/31/2007 | Filter By: Mon, Tue, Wed, Thu, Fri [09:00 - 18:00] | Group By: Time

05/01/2007 - 05/05/2007 (SLT:Service Level Threshold)

Start Time	Workgroup	Total Inbound Calls	Answered			Abandoned (ABN)					Overflowed/Redirected		
						Hangup in		Total ABN					
			Calls	WT	Avg WT	Queue	Ring	Calls	WT	Avg WT	Calls	WT	Avg WT
05/01/2007	450	183	164	6:28:42	0:02:22	17	1	18	1:16:20	0:04:14	1	0:00:09	0:00:09
Sub Total		183	164	6:28:42	0:02:22	17	1	18	1:16:20	0:04:14	1	0:00:09	0:00:09

05/06/2007 - 05/12/2007 (SLT:Service Level Threshold)

Start Time	Workgroup	Total Inbound Calls	Answered			Abandoned (ABN)					Overflowed/Redirected		
						Hangup in		Total ABN					
			Calls	WT	Avg WT	Queue	Ring	Calls	WT	Avg WT	Calls	WT	Avg WT
05/06/2007	450	287	235	16:22:17	0:04:10	30	3	33	2:27:31	0:04:28	19	0:48:36	0:02:33
Sub Total		287	235	16:22:17	0:04:10	30	3	33	2:27:31	0:04:28	19	0:48:36	0:02:33

05/13/2007 - 05/19/2007 (SLT:Service Level Threshold)

Start Time	Workgroup	Total Inbound Calls	Answered			Abandoned (ABN)					Overflowed/Redirected		
						Hangup in		Total ABN					
			Calls	WT	Avg WT	Queue	Ring	Calls	WT	Avg WT	Calls	WT	Avg WT
05/13/2007	450	253	216	7:46:33	0:02:09	26	1	27	1:30:42	0:03:21	10	0:31:16	0:03:07
Sub Total		253	216	7:46:33	0:02:09	26	1	27	1:30:42	0:03:21	10	0:31:16	0:03:07

05/20/2007 - 05/26/2007 (SLT:Service Level Threshold)

Start Time	Workgroup	Total Inbound Calls	Answered			Abandoned (ABN)					Overflowed/Redirected		
						Hangup in		Total ABN					
			Calls	WT	Avg WT	Queue	Ring	Calls	WT	Avg WT	Calls	WT	Avg WT
05/20/2007	450	248	221	7:19:33	0:01:59	13	3	16	0:31:24	0:01:57	11	0:00:51	0:00:04
Sub Total		248	221	7:19:33	0:01:59	13	3	16	0:31:24	0:01:57	11	0:00:51	0:00:04

05/27/2007 - 05/31/2007 (SLT:Service Level Threshold)

Start Time	Workgroup	Total Inbound Calls	Answered			Abandoned (ABN)					Overflowed/Redirected		
						Hangup in		Total ABN					
			Calls	WT	Avg WT	Queue	Ring	Calls	WT	Avg WT	Calls	WT	Avg WT
05/27/2007	450	5	5	0:00:38	0:00:07	0	0	0	-	-	0	-	-
Sub Total		5	5	0:00:38	0:00:07	0	0	0	-	-	0	-	-

Grand Total

Total Inbound Calls	Answered			Abandoned (ABN)					Overflowed/Redirected		
				Hangup in		Total ABN					
	Calls	WT	Avg WT	Queue	Ring	Calls	WT	Avg WT	Calls	WT	Avg WT
976	841	37:57:43	0:02:42	86	8	94	5:45:57	0:03:40	41	1:20:52	0:01:58

Figure 19. This report shows wait time data for workgroup 450 during the month of May, in

weekly intervals.

Report Fields

- **Start Time**—Start date for the report
- **Workgroup**—The workgroup's number
- **Total Inbound Calls**—Displays the workgroup's total number of inbound calls for the specified time period, then displays call data in three categories:
  - Answered
    - Calls—Total number of calls answered in that workgroup in the specified time period
    - WT—Total wait time for those answered calls
    - Avg WT—Average wait time per call (WT/Calls)
  - Abandoned (ABN)
    - Hang up in Queue—The number of calllers who hung up while in queue
    - Hang up in Ring—The number of callers who hung up when the extension was ringing
    - Total ABN
      - Calls—Total number of abandoned calls in the workgroup for the specified time period
      - WT—Total wait time for those abandoned calls
      - Avg WT—The average wait time for those abandoned calls (WT/Calls)
  - Overflowed/Redirected
    - Calls—Total number of that workgroup's overflowed and redirected calls in the specified time period
    - WT—Total wait time for those overflowed/redirected calls
    - Avg WT—Average wait time per call for those overflowed/redirected calls (WT/Calls)

Data Source

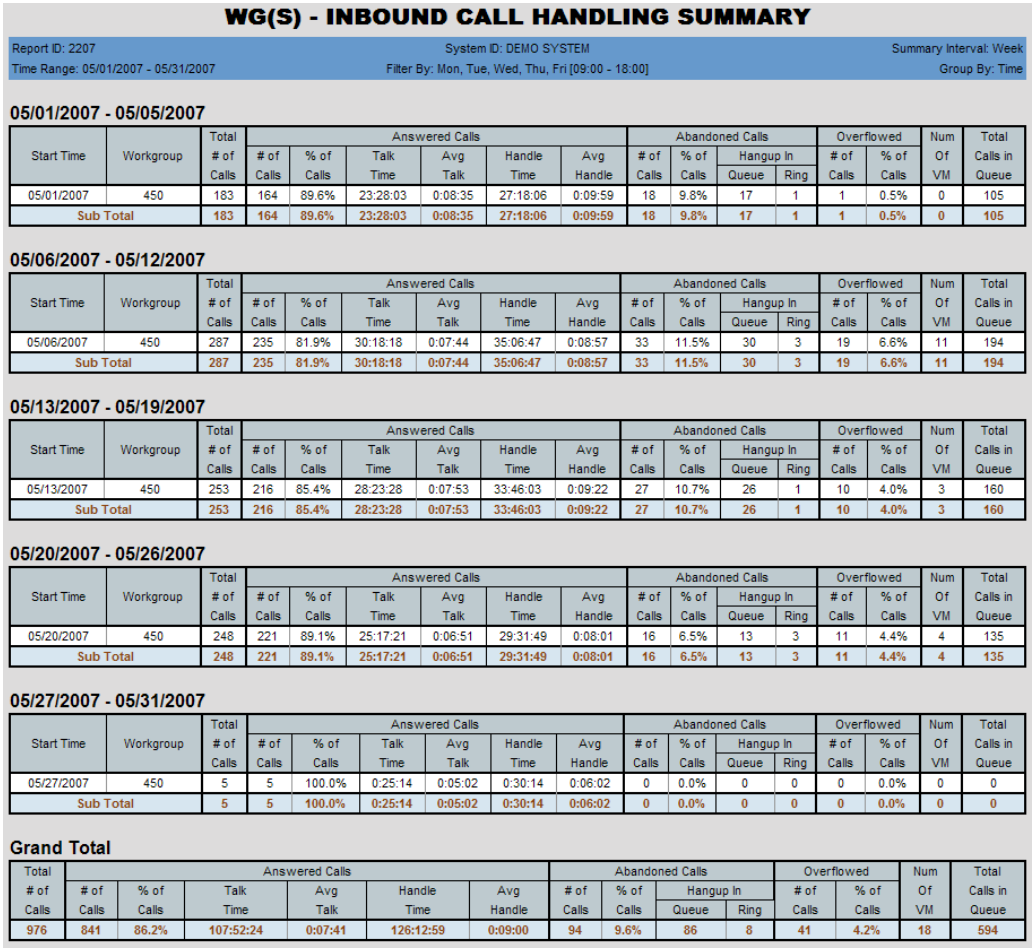
All data from the table WGSUMMARY

2207 - Workgroup Inbound Call Handling Summary

Description: Reports call handling for all inbound calls, including answered calls, abandoned calls and overflowed calls, for the specified workgroup.

Report Options

1. Select an agent, if you want only that agent's workgroups to appear in the workgroup selection list.
2. Select workgroup(s).
3. Choose how you want the data summarized (by day, week, or month).
4. Specify a time range for the report.
5. Narrow the report to specific days of the week and a span of time (optional).
6. Select a group-by option.
7. Specify whether to include empty records.
8. Click **Run Report** to run the report.
9. Select the export format (HTML, PDF, Excel) and whether to separate the report results into several files and/or export only specified pages.



WG(S) - INBOUND CALL HANDLING SUMMARY

Report ID: 2207 | System ID: DEMO SYSTEM | Summary Interval: Week
Time Range: 05/01/2007 - 05/31/2007 | Filter By: Mon, Tue, Wed, Thu, Fri [09:00 - 18:00] | Group By: Time

05/01/2007 - 05/05/2007

Start Time	Workgroup	Total # of Calls	Answered Calls # of Calls	% of Calls	Talk Time	Avg Talk	Handle Time	Avg Handle	Abandoned Calls # of Calls	% of Calls	Hangup In Queue	Hangup In Ring	Overflowed # of Calls	% of Calls	Num Of VM	Total Calls in Queue
05/01/2007	450	183	164	89.6%	23:28:03	0:08:35	27:18:06	0:09:59	18	9.8%	17	1	1	0.5%	0	105
Sub Total		183	164	89.6%	23:28:03	0:08:35	27:18:06	0:09:59	18	9.8%	17	1	1	0.5%	0	105

05/06/2007 - 05/12/2007

Start Time	Workgroup	Total # of Calls	Answered Calls # of Calls	% of Calls	Talk Time	Avg Talk	Handle Time	Avg Handle	Abandoned Calls # of Calls	% of Calls	Hangup In Queue	Hangup In Ring	Overflowed # of Calls	% of Calls	Num Of VM	Total Calls in Queue
05/06/2007	450	287	235	81.9%	30:18:18	0:07:44	35:06:47	0:08:57	33	11.5%	30	3	19	6.6%	11	194
Sub Total		287	235	81.9%	30:18:18	0:07:44	35:06:47	0:08:57	33	11.5%	30	3	19	6.6%	11	194

05/13/2007 - 05/19/2007

Start Time	Workgroup	Total # of Calls	Answered Calls # of Calls	% of Calls	Talk Time	Avg Talk	Handle Time	Avg Handle	Abandoned Calls # of Calls	% of Calls	Hangup In Queue	Hangup In Ring	Overflowed # of Calls	% of Calls	Num Of VM	Total Calls in Queue
05/13/2007	450	253	216	85.4%	28:23:28	0:07:53	33:46:03	0:09:22	27	10.7%	26	1	10	4.0%	3	160
Sub Total		253	216	85.4%	28:23:28	0:07:53	33:46:03	0:09:22	27	10.7%	26	1	10	4.0%	3	160

05/20/2007 - 05/26/2007

Start Time	Workgroup	Total # of Calls	Answered Calls # of Calls	% of Calls	Talk Time	Avg Talk	Handle Time	Avg Handle	Abandoned Calls # of Calls	% of Calls	Hangup In Queue	Hangup In Ring	Overflowed # of Calls	% of Calls	Num Of VM	Total Calls in Queue
05/20/2007	450	248	221	89.1%	25:17:21	0:06:51	29:31:49	0:08:01	16	6.5%	13	3	11	4.4%	4	135
Sub Total		248	221	89.1%	25:17:21	0:06:51	29:31:49	0:08:01	16	6.5%	13	3	11	4.4%	4	135

05/27/2007 - 05/31/2007

Start Time	Workgroup	Total # of Calls	Answered Calls # of Calls	% of Calls	Talk Time	Avg Talk	Handle Time	Avg Handle	Abandoned Calls # of Calls	% of Calls	Hangup In Queue	Hangup In Ring	Overflowed # of Calls	% of Calls	Num Of VM	Total Calls in Queue
05/27/2007	450	5	5	100.0%	0:25:14	0:05:02	0:30:14	0:06:02	0	0.0%	0	0	0	0.0%	0	0
Sub Total		5	5	100.0%	0:25:14	0:05:02	0:30:14	0:06:02	0	0.0%	0	0	0	0.0%	0	0

Grand Total

Total # of Calls	Answered Calls # of Calls	% of Calls	Talk Time	Avg Talk	Handle Time	Avg Handle	Abandoned Calls # of Calls	% of Calls	Hangup In Queue	Hangup In Ring	Overflowed # of Calls	% of Calls	Num Of VM	Total Calls in Queue
976	841	86.2%	107:52:24	0:07:41	126:12:59	0:09:00	94	9.6%	86	8	41	4.2%	18	594

Figure 20. This report shows inbound call handling data for workgroup 450 during the month of May, in weekly intervals. Subtotals and grand totals are given.

Report Fields

- **Start Time**—Start date for the report
- **Workgroup**—Workgroup's extension number
- **Total # of Calls**—Total inbound calls for the specified workgroup in the specified time period. Calls are then broken out into three categories:
- **Answered Calls**
    - # of calls—Number of incoming calls that were answered by the workgroup
    - % of calls—Percentage that number is of the total inbound workgroup calls ([Answered] # of Calls/Total # of Calls)
    - Talk Time—Duration of talk time for the answered inbound calls
    - Avg Talk—Average talk time per answered call ([Answered] Talk Time/ [Answered] # of Calls)
    - Handle Time—Total time required by all answered calls for talk, hold, and wrap-up
    - Avg Handle—Average handling time per call ([Answered] Handle Time/ [Answered] # of Calls)
- **Abandoned Calls**
    - # of Calls—Number of calls that were abandoned by the caller
    - % of Calls—Percentage that number is of the total inbound workgroup calls ([Abandoned] # of Calls/Total # of Calls)
    - Hangup in Queue—Number of callers who hung up while in queue
    - Hangup in Ring—Number of callers who hung up while the extension was ringing
- **Overflowed**—
    - # of Calls—Number of calls overflowed (to voice mail, to an application, to others)
    - % of Calls—Percentage that number is of the total inbound workgroup calls ([Overflowed] # of Calls/Total # of Calls)
- **Num of VM**—Number of callers who left voice mail
- **Total Calls in Queue**—Number of calls that spent time in queue

Data Source

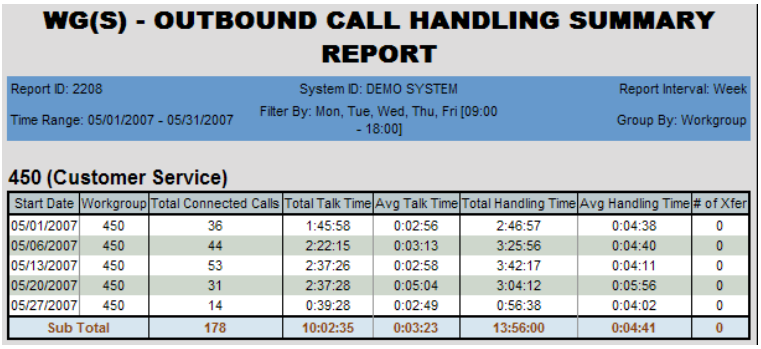
All data from the table WGSUMMARY

2208 - Workgroup Outbound Call Handling Summary

Description: Reports call handling information for connected outbound calls for the specified workgroup.

Report Options

1. Select an agent, if you want only that agent's workgroups to appear in the workgroup selection list.
2. Select workgroup(s).
3. Choose how you want the data summarized (by day, week, or month).
4. Specify a time range for the report.
5. Narrow the report to specific days of the week and a span of time (optional).
6. Select a group-by option.
7. Specify whether to include empty records.
8. Click **Run Report** to run the report.
9. Select the export format (HTML, PDF, Excel) and whether to separate the report results into several files and/or export only specified pages.



WG(S) - OUTBOUND CALL HANDLING SUMMARY REPORT

Report ID: 2208 | System ID: DEMO SYSTEM | Report Interval: Week
Time Range: 05/01/2007 - 05/31/2007 | Filter By: Mon, Tue, Wed, Thu, Fri [09:00 - 18:00] | Group By: Workgroup

450 (Customer Service)

Start Date	Workgroup	Total Connected Calls	Total Talk Time	Avg Talk Time	Total Handling Time	Avg Handling Time	# of Xfer
05/01/2007	450	36	1:45:58	0:02:56	2:46:57	0:04:38	0
05/06/2007	450	44	2:22:15	0:03:13	3:25:56	0:04:40	0
05/13/2007	450	53	2:37:26	0:02:58	3:42:17	0:04:11	0
05/20/2007	450	31	2:37:28	0:05:04	3:04:12	0:05:56	0
05/27/2007	450	14	0:39:28	0:02:49	0:56:38	0:04:02	0
Sub Total		178	10:02:35	0:03:23	13:56:00	0:04:41	0

Figure 21. This report data is displayed in weekly intervals for a one-month period for the Customer Service workgroup.

Report Fields

- **Start Time**—Start date for the report
- **Workgroup**—Workgroup's extension number
- **Total Connected Calls**—Total connected outbound calls for the specified workgroup in the specified time period.
- **Total Talk Time**—Total talk time on those calls
- **Avg Talk Time**—Average talk time per outbound call (Total Talk Time/Total Connected Calls)
- **Total Handling Time**—Total time required by all outbound calls for talk, hold, and wrap-up
- **Avg Handling Time**—Average handling time per call (Total Handling Time/Total Connected Calls)
- **# of Xfer**—Number of connected outbound calls that were transferred

Data Source

All data from the table WGSUMMARY.

2209 - Workgroup Service Level Summary Report

Description: Gives a summary of calls that did not meet the service level threshold. (The Service Level Threshold is set in MaxACD Administrator > **Workgroup Configuration > General** tab.)

Report Options

1. Select an agent, if you want only that agent's workgroups to appear in the workgroup selection list.
2. Select workgroup(s).
3. Choose how you want the data summarized (by day, week, or month).
4. Specify a time range for the report.
5. Narrow the report to specific days of the week and a span of time (optional).
6. Select a group-by option.
7. Specify whether to include empty records.
8. Click **Run Report** to run the report.
9. Select the export format (HTML, PDF, Excel) and whether to separate the report results into several files and/or export only specified pages.

WG(S) - SERVICE LEVEL SUMMARY REPORT

Report ID: 2209 | System ID: DEMO SYSTEM | Report Interval: Week
Time Range: 04/01/2007 - 04/30/2007 | Filter By: [09:00 - 18:00] | Group By: Workgroup

450 (Customer Service)

Start Time	Workgroup	Inbound	Wait Time > Service Level Threshold						Total Service Level	Answer Service Level
			Answered		Abandoned		Overflowed/Redirected			
			# of Call	% of Call	# of Call	% of Call	# of Call	% of Call		
04/01/2007	450	299	4	1.3%	0	0.0%	0	0.0%	98.7%	73.9%
04/08/2007	450	266	0	0.0%	1	0.4%	0	0.0%	99.6%	83.8%
04/15/2007	450	345	4	1.2%	0	0.0%	0	0.0%	98.8%	75.7%
04/22/2007	450	237	5	2.1%	0	0.0%	0	0.0%	97.9%	84.0%
04/29/2007	450	46	1	2.2%	0	0.0%	0	0.0%	97.8%	69.6%
Sub Total		**1193**	**14**	**1.2%**	**1**	**0.1%**	**0**	**0.0%**	**98.7%**	**78.5%**

Figure 22. This report shows calls for workgroup 450 for which the wait time was greater than the service level threshold. The chosen time interval is weekly.

Report Fields

- **Start Time**—Start date for the report
- **Workgroup**—Workgroup number
- **Inbound**—Total inbound calls for the specified workgroup in the specified time period.
- **Wait Time > Service Level Threshold**—Calls where the wait time was longer than the service level threshold, broken out into three groups:
  - Answered
    - # of Calls—Number of such calls that were answered
    - % of Calls—Percentage that number is of the total number of inbound calls ([Answered] # of Calls/Inbound)
  - Abandoned
    - # of Calls—Number of such calls that were abandoned by the caller

        - % of Calls—Percentage that number is of the total number of inbound calls ([Abandoned] # of Calls/Inbound)
    - Overflowed/Redirected
        - # of Calls—Number of such calls that were overflowed/redirected
        - % of Calls—Percentage that number is of the total number of inbound calls ([Overflowed/Redirected] # of Calls/Inbound)
- **Total Service Level**—Percentage of calls that met the service level requirement (100% - (<Total # of Calls in all 3 categories whose wait time was greater than the service level threshold>/Inbound calls)
- **Answer Service Level**—Percentage of answered calls that met the service level requirement (Total Answered Calls - <Answered Calls whose wait time was greater than the service level threshold>/Inbound calls)

Data Source

All data from the table WGSUMMARY.

2301 - Workgroup Inbound Answered Calls Wait Time

Description: Reports the wait time (queue time + ring time), in seconds, for answered calls for the specified workgroup. Reports in table format and two graphs: distribution and cumulative.

Report Options

1. Select an agent, if you want only that agent's workgroups to appear in the workgroup selection list.
2. Select workgroup(s).
3. Choose how you want the data summarized (by day, week, or month).
4. Specify a time range for the report.
5. Narrow the report to specific days of the week and a span of time (optional).
6. Specify an increment for wait time (from every 5 seconds to every 300 seconds).
7. Click **Run Report** to run the report.
8. Select the export format (HTML, PDF, Excel) and whether to separate the report results into several files and/or export only specified pages.

WG(S) - INBOUND ANSWERED CALLS WAIT TIME

Report ID: 2301 | System ID: DEMO SYSTEM | Summary Interval: Day
Time Range: 05/07/2007 - 05/11/2007 | Filter By: Mon, Tue, Wed, Thu, Fri [07:00 - 18:00] | Group By: Workgroup

450 (Customer Service)

Start Date	Total Call Anwsered	Answered Calls Wait Time (Queue + Ring) Within (seconds)													
		0-60		61-120		121-180		181-240		241-300		301-360		>361	
		Calls	%	Calls	%	Calls	%	Calls	%	Calls	%	Calls	%	Calls	%
05/07/2007	69	38	55.1%	6	8.7%	2	2.9%	3	4.3%	4	5.8%	4	5.8%	12	17.4%
05/08/2007	65	36	55.4%	7	10.8%	6	9.2%	1	1.5%	2	3.1%	2	3.1%	11	16.9%
05/09/2007	59	34	57.6%	6	10.2%	5	8.5%	4	6.8%	2	3.4%	0	0.0%	8	13.6%
05/10/2007	55	22	40.0%	7	12.7%	5	9.1%	5	9.1%	2	3.6%	3	5.5%	11	20.0%
05/11/2007	49	22	44.9%	1	2.0%	4	8.2%	3	6.1%	4	8.2%	4	8.2%	11	22.4%
Sub Total	**297**	**152**	**51.2%**	**27**	**9.1%**	**22**	**7.4%**	**16**	**5.4%**	**14**	**4.7%**	**13**	**4.4%**	**53**	**17.8%**

Figure 23. The one-week reporting period specified is broken out by day and reported in intervals of 60 seconds.

Report Fields

- **Start Date**—Start date for the report
- **Total Calls Answered**—Number of inbound workgroup calls answered in the specified time period.
- **Answered Calls Wait Time**—Wait time = queue time + ring time. Data is broken out into wait time, in intervals of seconds, as specified in the report (for example, calls answered in the first 30 seconds, calls answered in the second 30 seconds, and so on). The time intervals are column headings. Each interval has two columns:
  - Calls—Number of calls that waited the length of time specified in the column heading before being answered by an agent.
  - %—The percentage that number is of the total calls answered in the specified time period ([time interval] Calls/Total Calls Answered)

The data is also reported in two graphs:

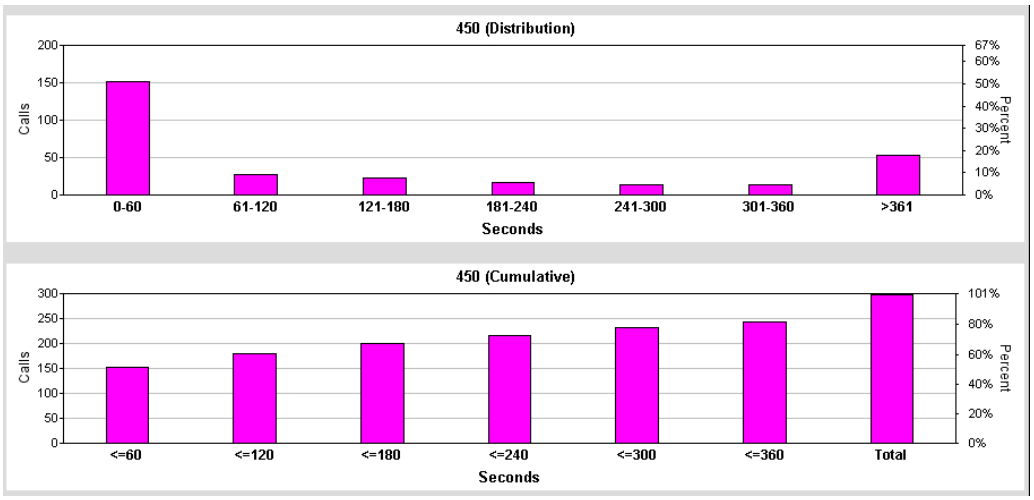


Figure 24. The top graph shows the number and percentage of calls answered within the specified time periods (in increments of 60 seconds, in this case). The bottom graph shows, cumulatively, how many and what percent of calls were answered as the time periods progress.

Data Source

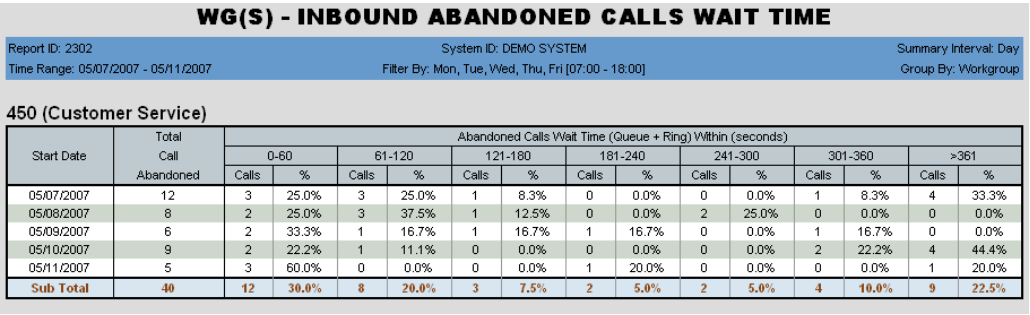
All data from the table CDRMAIN

2302 - Workgroup Inbound Abandoned Calls Wait Time

Description: Reports total abandoned calls and abandoned call wait time (queue time + ring time) for the specified workgroup. Reports in table format and two graphs: distribution and cumulative.

Report Options

1. Select an agent, if you want only that agent's workgroups to appear in the workgroup selection list.
2. Select workgroup(s).
3. Choose how you want the data summarized (by day, week, or month).
4. Specify a time range for the report.
5. Narrow the report to specific days of the week and a span of time (optional).
6. Specify an increment for wait time (from every 5 seconds to every 300 seconds).
7. Click **Run Report** to run the report.
8. Select the export format (HTML, PDF, Excel) and whether to separate the report results into several files and/or export only specified pages.



WG(S) - INBOUND ABANDONED CALLS WAIT TIME

Report ID: 2302 | System ID: DEMO SYSTEM | Summary Interval: Day
Time Range: 05/07/2007 - 05/11/2007 | Filter By: Mon, Tue, Wed, Thu, Fri [07:00 - 18:00] | Group By: Workgroup

450 (Customer Service)

Start Date	Total Call Abandoned	Abandoned Calls Wait Time (Queue + Ring) Within (seconds)													
		0-60		61-120		121-180		181-240		241-300		301-360		>361	
		Calls	%	Calls	%	Calls	%	Calls	%	Calls	%	Calls	%	Calls	%
05/07/2007	12	3	25.0%	3	25.0%	1	8.3%	0	0.0%	0	0.0%	1	8.3%	4	33.3%
05/08/2007	8	2	25.0%	3	37.5%	1	12.5%	0	0.0%	2	25.0%	0	0.0%	0	0.0%
05/09/2007	6	2	33.3%	1	16.7%	1	16.7%	1	16.7%	0	0.0%	1	16.7%	0	0.0%
05/10/2007	9	2	22.2%	1	11.1%	0	0.0%	0	0.0%	0	0.0%	2	22.2%	4	44.4%
05/11/2007	5	3	60.0%	0	0.0%	0	0.0%	1	20.0%	0	0.0%	0	0.0%	1	20.0%
Sub Total	**40**	**12**	**30.0%**	**8**	**20.0%**	**3**	**7.5%**	**2**	**5.0%**	**2**	**5.0%**	**4**	**10.0%**	**9**	**22.5%**

Figure 25. This report summarizes the wait time of abandoned calls during a specified one-week period, broken out by day.

Report Fields

- **Start Date**—Start date for the report
- **Total Calls Abandoned**—Number of inbound workgroup calls abandoned in the specified time period.
- **Abandoned Calls Wait Time**—Wait time = queue time + ring time. Data is broken out into wait time, in intervals of seconds, as specified in the report (for example, calls answered in the first 30 seconds, calls answered in the second 30 seconds, and so on). The time intervals are column headings. Each interval has two columns:
  - Calls—Number of calls that waited the length of time specified in the column heading before being abandoned by the caller.
  - %—The percentage that number is of the total calls abandoned in the specified time period ([time interval] Calls/Total Calls Abandoned)

The data is also displayed in two graphs:

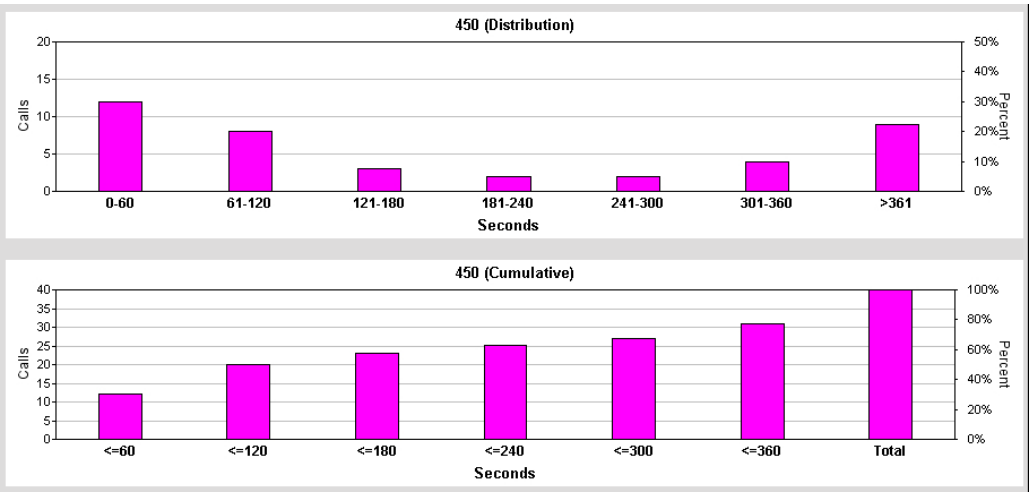


Figure 26. The top graph shows the number and percentage of calls abandoned within the specified time periods (in increments of 60 seconds, in this case). The bottom graph shows, cumulatively, how many calls were abandoned as the time periods progress.

Data Source

All data from the table CDRMAIN

2303 - Workgroup Inbound Overflowed/Redirected Calls Wait Time

Description: Reports inbound overflowed/redirected calls wait time statistics for the specified workgroup. Reports in table format and two graphs: distribution and cumulative.

Report Options

1. Select an agent, if you want only that agent's workgroups to appear in the workgroup selection list.
2. Select workgroup(s).
3. Choose how you want the data summarized (by day, week, or month).
4. Specify a time range for the report.
5. Narrow the report to specific days of the week and a span of time (optional).
6. Specify an increment for wait time (from every 5 seconds to every 300 seconds).
7. Click **Run Report** to run the report.
8. Select the export format (HTML, PDF, Excel) and whether to separate the report results into several files and/or export only specified pages.

WG(S) - INBOUND OVERFLOWED/REDIRECTED CALLS WAIT TIME

Report ID: 2303 | System ID: DEMO SYSTEM | Summary Interval: Day
Time Range: 05/07/2007 - 05/11/2007 | Filter By: Mon, Tue, Wed, Thu, Fri [07:00 - 18:00] | Group By: Workgroup

450 (Customer Service)

Start Date	Total Call OV/RED	Overflow/Redirect Calls Wait Time (Queue + Ring) Within													
		0-60		61-120		121-180		181-240		241-300		301-360		>361	
		Calls	%	Calls	%	Calls	%	Calls	%	Calls	%	Calls	%	Calls	%
05/07/2007	2	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	2	100.0%
05/08/2007	4	2	50.0%	1	25.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	25.0%
05/09/2007	1	1	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
05/10/2007	11	11	100.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
05/11/2007	1	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	100.0%
Sub Total	**19**	**14**	**73.7%**	**1**	**5.3%**	**0**	**0.0%**	**0**	**0.0%**	**0**	**0.0%**	**0**	**0.0%**	**4**	**21.1%**

Figure 27. This data covers a one-week time period for workgroup 450, broken out by day.

Report Fields

- **Start Date**—Start date for the report
- **Total Calls OV/RED**—Number of inbound workgroup calls overflowed/redirected in the specified time period
- **Overflow/Redirect Calls Wait Time**—Wait time = queue time + ring time. Data is broken out into wait time, in intervals of seconds, as specified in the report (for example, calls overflowed/redirected in the first 30 seconds, calls overflowed/redirected in the second 30 seconds, and so on). The time intervals are column headings. Each interval has two columns:
  - Calls—Number of calls that waited the length of time specified in the column heading before being overflowed/redirected
  - %—The percentage that number is of the total calls overflowed/redirected in the specified time period ([time interval] Calls/Total Calls OV/RED)

The data is also displayed in two graphs:

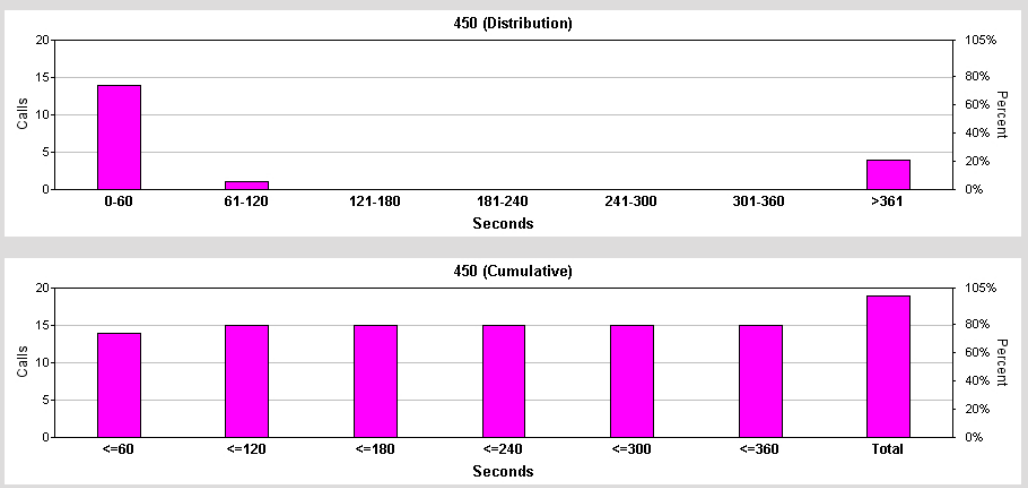


Figure 28. The top graph shows the number and percentage of calls that waited for the specified time (in incremental periods of 60 seconds, in this case) before being overflowed or redirected. The bottom graph shows the accumulation of calls that were overflowed or redirected as the time increments progress.

Data Source

All data from the table CDRMAIN

2304 - Workgroup Inbound Calls Handling Time

Description: Reports inbound calls handling-time data for the specified workgroup. Reports in table format and two graphs: distribution and cumulative.

Report Options

1. Select an agent, if you want only that agent's workgroups to appear in the workgroup selection list.
2. Select workgroup(s).
3. Choose how you want the data summarized (by day, week, or month).
4. Specify a time range for the report.
5. Narrow the report to specific days of the week and a span of time (optional).
6. Specify an increment of time (from every 30 seconds to every 600 seconds).
7. Click **Run Report** to run the report.
8. Select the export format (HTML, PDF, Excel) and whether to separate the report results into several files and/or export only specified pages.

Report Fields

- **Start Date**—Start date for the report
- **Total Calls Answered**—Number of inbound workgroup calls answered in the specified time period
- **Call Answering Time**—Answering time = talk time + hold time. Data is broken out into intervals of seconds, as specified in the report (for example, calls requiring less than 120 seconds, calls requiring from 121-240 seconds, and so on). The time intervals are column headings. Each interval has two columns:
    - Calls—Number of calls requiring the length of time specified in the column heading
    - %—The percentage that number is of the total calls answered in the specified time period ([time interval] Calls/Total Calls Answered)

Data Source

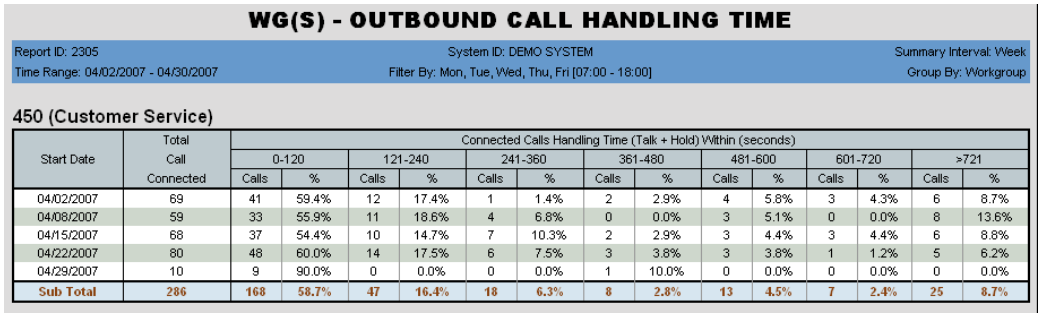
All data from the table CDRMAIN

2305 - Workgroup Outbound Call Handling Time

Description: Reports outbound call handling for all workgroup-connected calls for the specified workgroup(s).

Report Options

1. Select an agent, if you want only that agent's workgroups to appear in the workgroup selection list.
2. Select workgroup(s).
3. Choose how you want the data summarized (by day, week, or month).
4. Specify a time range for the report.
5. Narrow the report to specific days of the week and a span of time (optional).
6. Specify an increment for wait time (from every 30 seconds to every 600 seconds).
7. Click **Run Report** to run the report.
8. Select the export format (HTML, PDF, Excel) and whether to separate the report results into several files and/or export only specified pages.



WG(S) - OUTBOUND CALL HANDLING TIME

Report ID: 2305 | System ID: DEMO SYSTEM | Summary Interval: Week
Time Range: 04/02/2007 - 04/30/2007 | Filter By: Mon, Tue, Wed, Thu, Fri [07:00 - 18:00] | Group By: Workgroup

450 (Customer Service)

Start Date	Total Call Connected	Connected Calls Handling Time (Talk + Hold) Within (seconds)													
		0-120		121-240		241-360		361-480		481-600		601-720		>721	
		Calls	%	Calls	%	Calls	%	Calls	%	Calls	%	Calls	%	Calls	%
04/02/2007	69	41	59.4%	12	17.4%	1	1.4%	2	2.9%	4	5.8%	3	4.3%	6	8.7%
04/08/2007	59	33	55.9%	11	18.6%	4	6.8%	0	0.0%	3	5.1%	0	0.0%	8	13.6%
04/15/2007	68	37	54.4%	10	14.7%	7	10.3%	2	2.9%	3	4.4%	3	4.4%	6	8.8%
04/22/2007	80	48	60.0%	14	17.5%	6	7.5%	3	3.8%	3	3.8%	1	1.2%	5	6.2%
04/29/2007	10	9	90.0%	0	0.0%	0	0.0%	1	10.0%	0	0.0%	0	0.0%	0	0.0%
Sub Total	**286**	**168**	**58.7%**	**47**	**16.4%**	**18**	**6.3%**	**8**	**2.8%**	**13**	**4.5%**	**7**	**2.4%**	**25**	**8.7%**

Figure 29. This data reports on outbound call handling time during the month of April. It is reported in 120-second increments.

Report Fields

- **Start Date**—Start date for the report
- **Total Calls Connected**—Number of inbound workgroup calls connected in the specified time period
- **Connected Calls Handling Time**—Handling time = talk time + hold time. Data is broken out into intervals of seconds, as specified in the query (for example, calls requiring less than 120 seconds, calls requiring from 121-240 seconds, and so on). The time intervals are column headings. Each interval has two columns:
  - Calls—Number of calls requiring the length of time specified in the column heading
  - %—The percentage that number is of the total calls connected in the specified time period ([time interval] Calls/Total Calls Connected)

The data is also reported in two graphs:

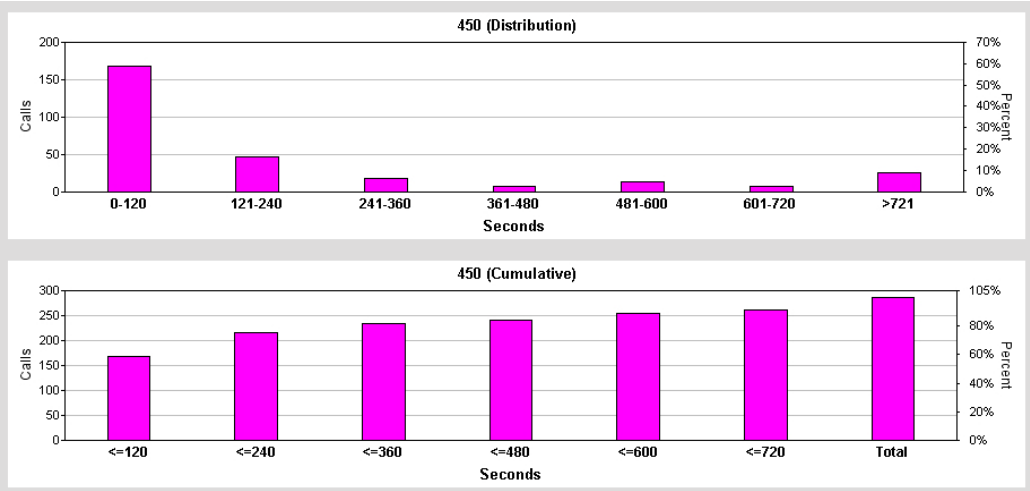


Figure 30. The first graph shows the number and percentage of outbound calls whose handling time falls into the interval of seconds specified. The second graph shows the call data accumulating as the time intervals pass.

Data Source

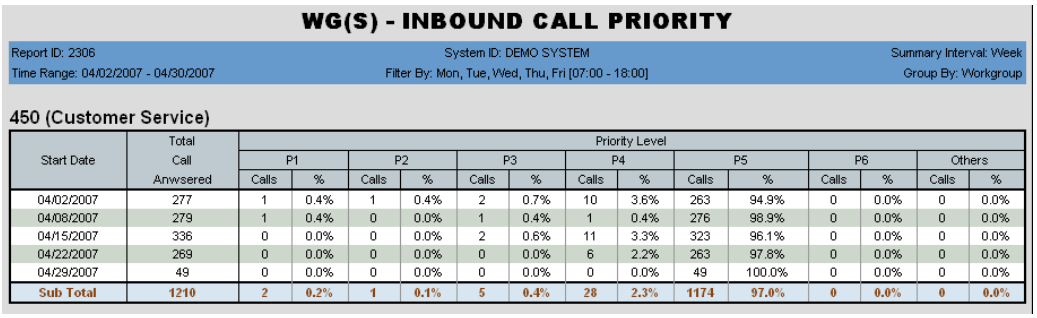
All data from the table CDRMAIN

2306 - Workgroup Inbound Call Priority

Description: Reports inbound call statistics, sorted by call priority, for the specified workgroup(s).

Report Options

1. Select an agent, if you want only that agent's workgroups to appear in the workgroup selection list.
2. Select workgroup(s).
3. Choose how you want the data summarized (by day, week, or month).
4. Specify a time range for the report.
5. Narrow the report to specific days of the week and a span of time (optional).
6. Click **Run Report** to run the report.
7. Select the export format (HTML, PDF, Excel) and whether to separate the report results into several files and/or export only specified pages.



WG(S) - INBOUND CALL PRIORITY

Report ID: 2306 | System ID: DEMO SYSTEM | Summary Interval: Week
Time Range: 04/02/2007 - 04/30/2007 | Filter By: Mon, Tue, Wed, Thu, Fri [07:00 - 18:00] | Group By: Workgroup

450 (Customer Service)

Start Date	Total Call Anwsered	Priority Level													
		P1		P2		P3		P4		P5		P6		Others	
		Calls	%	Calls	%	Calls	%	Calls	%	Calls	%	Calls	%	Calls	%
04/02/2007	277	1	0.4%	1	0.4%	2	0.7%	10	3.6%	263	94.9%	0	0.0%	0	0.0%
04/08/2007	279	1	0.4%	0	0.0%	1	0.4%	1	0.4%	276	98.9%	0	0.0%	0	0.0%
04/15/2007	336	0	0.0%	0	0.0%	2	0.6%	11	3.3%	323	96.1%	0	0.0%	0	0.0%
04/22/2007	269	0	0.0%	0	0.0%	0	0.0%	6	2.2%	263	97.8%	0	0.0%	0	0.0%
04/29/2007	49	0	0.0%	0	0.0%	0	0.0%	0	0.0%	49	100.0%	0	0.0%	0	0.0%
Sub Total	**1210**	**2**	**0.2%**	**1**	**0.1%**	**5**	**0.4%**	**28**	**2.3%**	**1174**	**97.0%**	**0**	**0.0%**	**0**	**0.0%**

Figure 31. This report shows the priority level of inbound calls to the Customer Service workgroup for the month of April. It is broken out by week.

Report Fields

- **Start Date**—Start date for the report
- **Total Calls Answered**—Number of inbound workgroup calls connected in the specified time period
- **Priority Level**—Priority levels are assigned in MaxACD Administrator. MaxACD has 9 priority levels, with 1 being the highest priority. The default priority level is 5. (Search the MaxACD Administrator Help for "call priority" for information.) Report data is broken out into priority levels 1-6, plus "Others". Each priority level has two columns:
  - Calls—Number of calls carrying that priority
  - %—The percentage that number is of the total calls answered in the specified time period ([priority level] Calls/Total Calls Answered)

The data is also reported in two graphs:

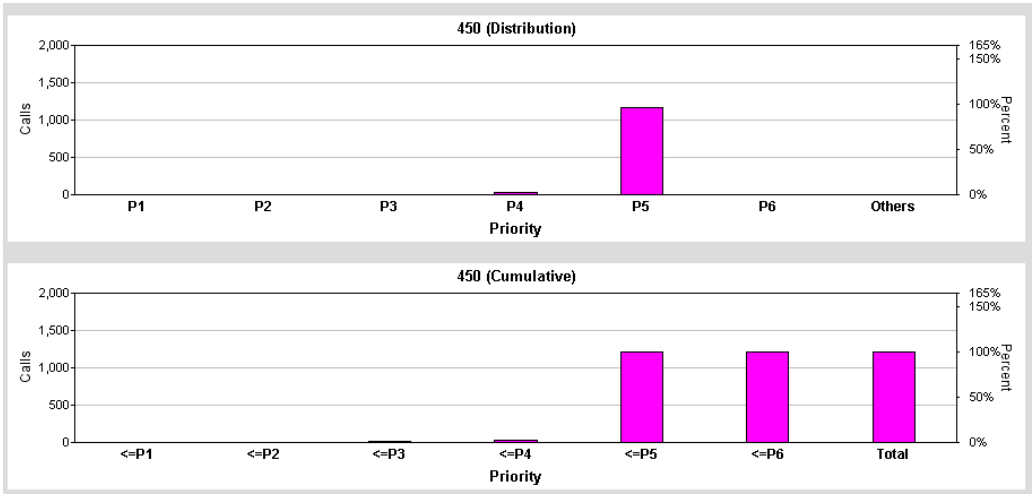


Figure 32. The top graph shows the number of incoming calls by priority level for the specified reporting period. The bottom graph shows a cumulative view of calls by priority level.

Data Source

All data from the table CDRMAIN

2307 - Workgroup Cumulative Inbound/Outbound Calls

Description: Reports total inbound and outbound call statistics for the specified workgroup. Reports in table and graph formats.

Report Options

1. Select an agent, if you want only that agent's workgroups to appear in the workgroup selection list.
2. Select workgroup(s).
3. Choose if you want the data reported by hour of day or by day of week.
4. Specify a time range for the report.
5. Narrow the report to specific days of the week and a span of time (optional).
6. Click **Run Report** to run the report.
7. Select the export format (HTML, PDF, Excel) and whether to separate the report results into several files and/or export only specified pages.

WG(S) - CUMULATIVE INBOUND/OUTBOUND CALLS

Report ID: 2307 | System ID: DEMO SYSTEM | Report Interval: Hour of day
Time Range: 04/02/2007 - 04/30/2007 | Filter By: Mon, Tue, Wed, Thu, Fri [07:00 - 18:00] | Group By: Workgroup

450 (Customer Service)

Hour of day	Inbound Calls									Connected Outbound Calls			Total WG Calls
	Total Calls	Answered				Abandoned		Overflowed/Redirected					
		Calls	%	Talk	Avg	Calls	%	Calls	%	Calls	Talk	Avg	
07:00-08:00	116	109	94.0%	11:37:29	0:06:23	7	6.0%	0	0.0%	26	1:32:14	0:03:32	142
08:00-09:00	187	174	93.0%	17:32:27	0:06:02	10	5.3%	3	1.6%	15	1:00:32	0:04:02	202
09:00-10:00	146	124	84.9%	13:35:58	0:06:34	19	13.0%	3	2.1%	38	2:11:26	0:03:27	184
10:00-11:00	183	148	80.9%	13:09:44	0:05:20	23	12.6%	12	6.6%	42	1:32:54	0:02:12	225
11:00-12:00	165	145	87.9%	13:48:33	0:05:42	13	7.9%	7	4.2%	48	3:33:06	0:04:26	213
12:00-13:00	169	151	89.3%	17:39:09	0:07:00	15	8.9%	3	1.8%	26	3:25:54	0:07:55	195
13:00-14:00	180	131	72.8%	15:10:52	0:06:57	22	12.2%	27	15.0%	19	1:49:02	0:05:44	199
14:00-15:00	128	105	82.0%	12:41:52	0:07:15	14	10.9%	9	7.0%	28	2:49:30	0:06:03	156
15:00-16:00	92	67	72.8%	7:52:19	0:07:02	14	15.2%	11	12.0%	25	0:50:47	0:02:01	117
16:00-17:00	77	46	59.7%	8:21:37	0:10:54	15	19.5%	16	20.8%	5	0:16:37	0:03:19	82
17:00-18:00	44	33	75.0%	5:11:18	0:09:26	3	6.8%	8	18.2%	13	0:24:55	0:01:55	57
Sub Total	**1487**	**1233**	**82.9%**	**136:41:18**	**0:06:39**	**155**	**10.4%**	**99**	**6.7%**	**285**	**19:26:57**	**0:04:05**	**1772**

Figure 33. Data was specified to be broken out in this report by hour of day.

Report Fields

- **[Report interval]**—The report interval specified in the query: Day of Week or Hour of Day
- **Inbound Calls**—Shows the total number of inbound calls for the specified workgroup in the specified time period, then breaks out the data into three categories:
  - Answered
    - Calls—Number of inbound calls that were answered
    - %—Percentage that number is of the total number of inbound calls ([Answered] Calls/[Inbound Calls] Total Calls)
    - Talk—Total talk time on calls answered in the specified time period
    - Avg—Average talk time per answered call ([Answered] Talk/[Answered] Calls)
  - Abandoned
    - Calls—Number of inbound calls that were abandoned by the caller

    - %—Percentage that number is of the total number of inbound calls ([Abandoned] Calls/[Inbound Calls] Total Calls)
  - Overflowed/Redirected
    - Calls—Number of inbound calls that were overflowed/redirected in the specified time period
    - %—Percentage that number is of the total number of inbound calls ([Overflowed/Redirected] Calls/[Inbound Calls] Total Calls)
- **Connected Outbound Calls**—Data on connected outbound calls is broken out into three categories:
  - Calls—Total number of connected outbound calls in the time period specified
  - Talk—Total talk time on those outbound calls
  - Avg—Average talk time per call ([Connected Outbound Calls] Talk/[Connected Outbound Calls] Calls)
- **Total WG Calls**—Total number of all the workgroup's calls, both inbound and outbound, in the specified time period

The report includes two graphs:

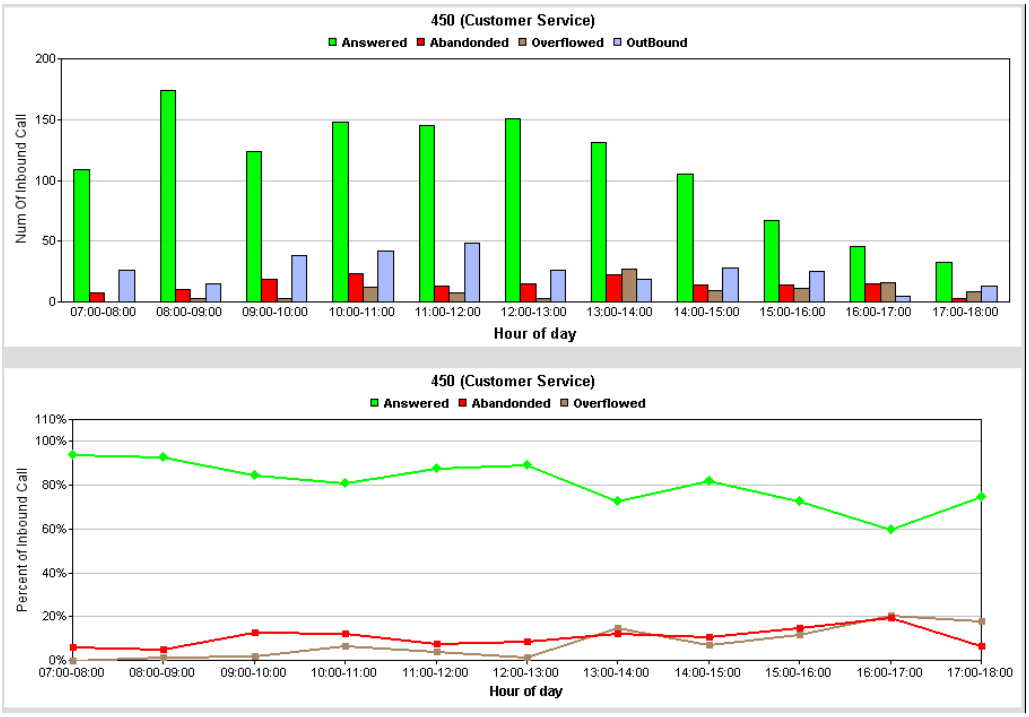


Figure 34. The first graph shows the number of inbound calls in three categories, plus outbound calls. The second graph shows the *percent* of inbound calls in three categories.

Data Source

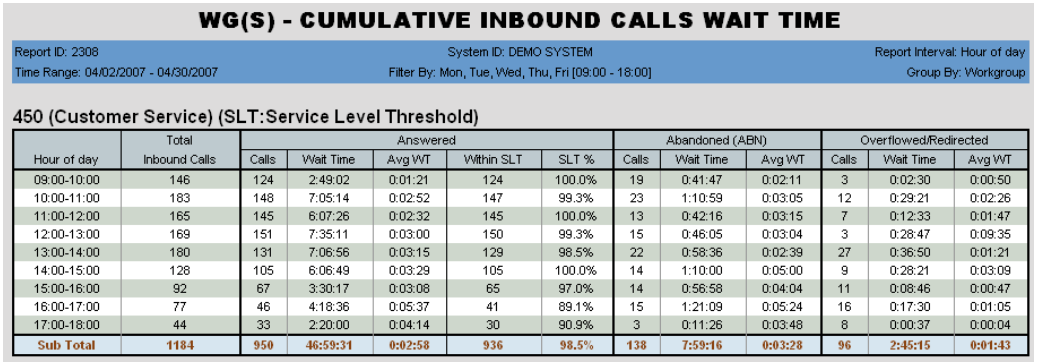
All data from the table WGSUMMARY

2308 - Workgroup Cumulative Inbound Calls Wait Time

Description: Reports cumulative call waiting time for all inbound calls for the specified workgroup.

Report Options

1. Select an agent, if you want only that agent's workgroups to appear in the workgroup selection list.
2. Select workgroup(s).
3. Choose if you want the data reported by hour of day or by day of week.
4. Specify a time range for the report.
5. Narrow the report to specific days of the week and a span of time (optional).
6. Click **Run Report** to run the report.
7. Select the export format (HTML, PDF, Excel) and whether to separate the report results into several files and/or export only specified pages.



WG(S) - CUMULATIVE INBOUND CALLS WAIT TIME

Report ID: 2308 | System ID: DEMO SYSTEM | Report Interval: Hour of day
Time Range: 04/02/2007 - 04/30/2007 | Filter By: Mon, Tue, Wed, Thu, Fri [09:00 - 18:00] | Group By: Workgroup

450 (Customer Service) (SLT:Service Level Threshold)

	Total	Answered					Abandoned (ABN)			Overflowed/Redirected		
Hour of day	Inbound Calls	Calls	Wait Time	Avg WT	Within SLT	SLT %	Calls	Wait Time	Avg WT	Calls	Wait Time	Avg WT
09:00-10:00	146	124	2:49:02	0:01:21	124	100.0%	19	0:41:47	0:02:11	3	0:02:30	0:00:50
10:00-11:00	183	148	7:05:14	0:02:52	147	99.3%	23	1:10:59	0:03:05	12	0:29:21	0:02:26
11:00-12:00	165	145	6:07:26	0:02:32	145	100.0%	13	0:42:16	0:03:15	7	0:12:33	0:01:47
12:00-13:00	169	151	7:35:11	0:03:00	150	99.3%	15	0:46:05	0:03:04	3	0:28:47	0:09:35
13:00-14:00	180	131	7:06:56	0:03:15	129	98.5%	22	0:58:36	0:02:39	27	0:36:50	0:01:21
14:00-15:00	128	105	6:06:49	0:03:29	105	100.0%	14	1:10:00	0:05:00	9	0:28:21	0:03:09
15:00-16:00	92	67	3:30:17	0:03:08	65	97.0%	14	0:56:58	0:04:04	11	0:08:46	0:00:47
16:00-17:00	77	46	4:18:36	0:05:37	41	89.1%	15	1:21:09	0:05:24	16	0:17:30	0:01:05
17:00-18:00	44	33	2:20:00	0:04:14	30	90.9%	3	0:11:26	0:03:48	8	0:00:37	0:00:04
Sub Total	**1184**	**950**	**46:59:31**	**0:02:58**	**936**	**98.5%**	**138**	**7:59:16**	**0:03:28**	**96**	**2:45:15**	**0:01:43**

Figure 35. Wait time in this April report on workgroup 450 is broken out by hour of day.

Report Fields

- **[Report interval]**—The report interval specified in the query: Day of Week or Hour of Day
- **Total Inbound Calls**—Shows the total number of inbound calls for the specified workgroup in the specified time period, then breaks out the data into three categories:
  - Answered
    - Calls—Number of inbound calls that were answered
    - Wait Time—Total wait time for those answered calls
    - Avg WT—Average wait time per call ([Answered] Wait Time/[Answered] Calls)
    - Within SLT—Number of calls answered within the service level threshold. (The Service Level Threshold is set in MaxACD Administrator > **Workgroup Configuration > General** tab.)
    - SLT %—Percentage those calls are of the total answered calls ([Answered] Within SLT/ [Answered] Calls)
  - Abandoned (ABN)
    - Calls—Number of inbound calls that were abandoned by the caller

- Wait Time—Total wait time for those abandoned calls
- Avg WT—Average wait time per call ([Abandoned] Wait Time/[Abandoned] Calls)

- Overflowed/Redirected
  - Calls—Number of inbound calls that were overflowed/redirected
  - Wait Time—Total wait time before those calls were overflowed/redirected
  - Avg WT—Average wait time per call ([Overflowed/Redirected] Wait Time/[Overflowed/Redirected] Calls)

The report includes the following graphs:

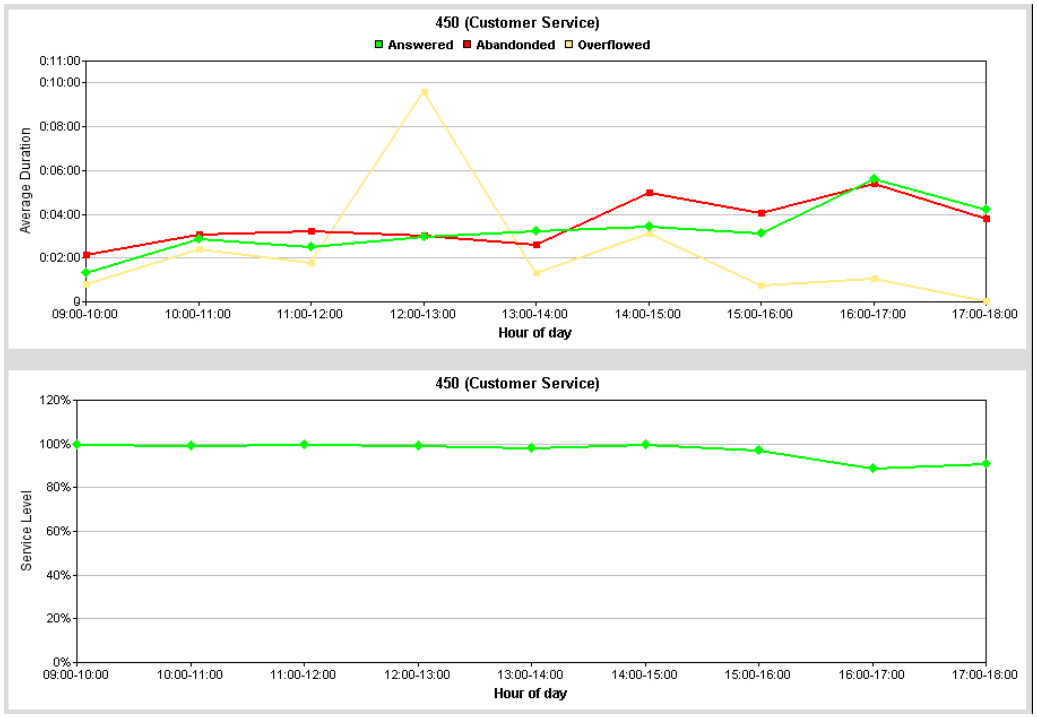


Figure 36. The top graph shows the average duration of incoming calls, broken out by hour of day. The bottom graph shows the percentage of calls that met the service level, also by hour of day.

Data Source

All data from the table WGSUMMARY

2309 - Workgroup Cumulative Inbound Calls Analysis

Description: Reports inbound calls handling statistics for the specified workgroup. Reports results in table format and two graphs:

- Average Talk and Handling Time Trend Analysis
- Abandon Type Analysis (in queue or in ring

Report Options

1. Select an agent, if you want only that agent's workgroups to appear in the workgroup selection list.
2. Select workgroup(s).
3. Choose if you want the data reported by hour of day or by day of week.
4. Specify a time range for the report.
5. Narrow the report to specific days of the week and a span of time (optional).
6. Click **Run Report** to run the report.
7. Select the export format (HTML, PDF, Excel) and whether to separate the report results into several files and/or export only specified pages.

WG(S) - CUMULATIVE INBOUND CALL ANALYSIS

Report ID: 2309 | System ID: DEMO SYSTEM | Report Interval: Day of week
Time Range: 01/01/2007 - 03/31/2007 | Filter By: Mon, Tue, Wed, Thu, Fri [07:00 - 18:00] | Group By: Workgroup

450 (Customer Service)

Day of week	Total	Answered Calls						Abandoned Calls				Overflowed/Redirected		Total	#	#
	# of Calls	# of Calls	% of AVG	Talk Time	Avg Talk	Handle Time	Avg Handle	# of Calls	% of Avg	Hangup In Queue	Hangup In Ring	# of Calls	% of Calls	Calls In Queue	of VM	of Xfer
Monday	637	541	84.9%	56:59:19	0:06:19	71:06:54	0:07:53	64	10.0%	61	3	32	5.0	365	16	50
Tuesday	899	781	86.9%	88:42:59	0:06:48	105:53:48	0:08:08	95	10.6%	87	8	23	2.6	580	4	76
Wednesday	914	787	86.1%	96:37:12	0:07:21	115:10:41	0:08:46	112	12.3%	108	4	15	1.6	551	8	80
Thursday	863	744	86.2%	97:10:56	0:07:50	114:45:36	0:09:15	89	10.3%	84	5	30	3.5	558	18	57
Friday	763	671	87.9%	81:25:44	0:07:16	97:20:18	0:08:42	75	9.8%	70	5	17	2.2	456	11	68
Sub Total	**4076**	**3524**	**86.5%**	**420:56:10**	**0:07:10**	**504:17:17**	**0:08:35**	**435**	**10.7%**	**410**	**25**	**117**	**2.9**	**2510**	**57**	**331**

Figure 37. This first quarter report on the Customer Service workgroup displays data by day of week, as specified in the report query.

Report Fields

- **[Report interval]**—The report interval specified in the query: Day of Week or Hour of Day
- **Total # of Calls**—Shows the total number of inbound calls for the specified workgroup in the specified time period
- **Answered Calls**:
  - # of Calls—Number of inbound calls that were answered
  - %—Percentage those calls are of the total answered calls ([Answered Calls] # of Calls/Total # of Calls)
  - Talk Time—Total talk time on those answered calls
  - Avg Talk—Average talk time per call ([Answered Calls] Talk Time/[Answered Calls] # of Calls)
  - Handle Time—Total handling time (talk time + hold time + wrap-up time) on those answered calls
  - Avg Handle—Average handling time per call ([Answered Calls] Handle Time/ [Answered Calls] # of Calls)

- **Abandoned Calls**:
  - # of Calls—Number of inbound calls that were abandoned by the caller
  - %—Percentage those calls are of the total calls ([Abandoned Calls] # of Calls/ Total # of Calls)
  - Hangup in Queue—Number of callers that hung up while in queue
  - Hangup in Ring—Number of callers that hung up during ringing
- **Overflowed/Redirected:**
  - # of Calls—Number of inbound calls that were overflowed/redirected
  - %—Percentage those calls are of the total calls ([Overflowed/Redirected] # of Calls/Total # of Calls)
- **Total Calls in Queue**—Number of calls that spent time in queue
- **# of VM**—Number of callers that left voice mail
- **# of Xfer**—Number of callers who were transferred

The data is also reported in two graphs:

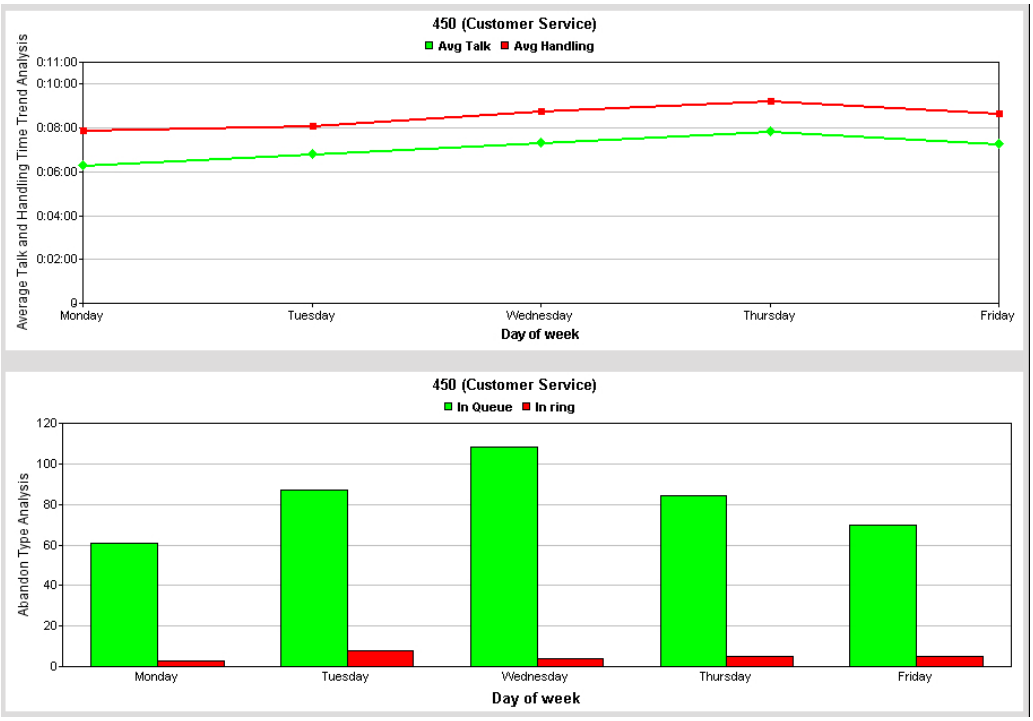


Figure 38. The top graph shows average talk time and average handling time, by day of week. The bottom graph shows where abandoned calls were when they were abandoned.

Data Source

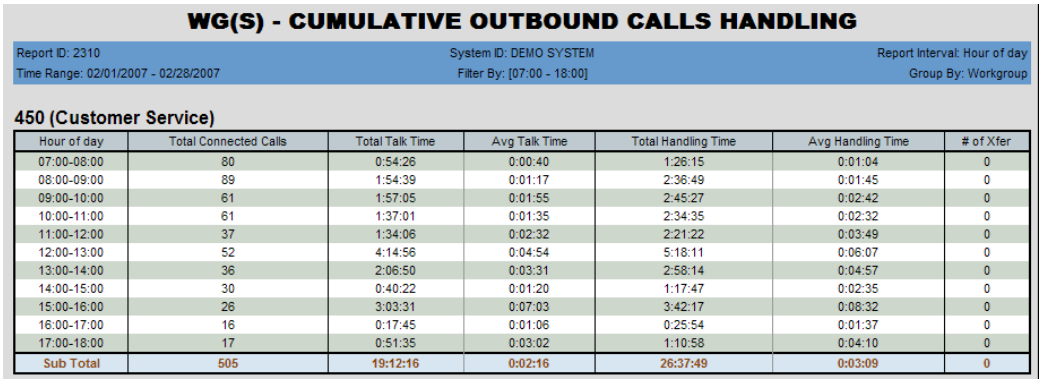
All data from the table WGSUMMARY

2310 - Cumulative Outbound Calls Handling

Description: Reports statistics for outbound calls handled by the specified workgroup. Reports results in table format and two graphs.

Report Options

1. Select an agent, if you want only that agent's workgroups to appear in the workgroup selection list.
2. Select workgroup(s).
3. Choose if you want the data reported by hour of day or by day of week.
4. Specify a time range for the report.
5. Narrow the report to specific days of the week and a span of time (optional).
6. Click **Run Report** to run the report.
7. Select the export format (HTML, PDF, Excel) and whether to separate the report results into several files and/or export only specified pages.



WG(S) - CUMULATIVE OUTBOUND CALLS HANDLING

Report ID: 2310 | System ID: DEMO SYSTEM | Report Interval: Hour of day
Time Range: 02/01/2007 - 02/28/2007 | Filter By: [07:00 - 18:00] | Group By: Workgroup

450 (Customer Service)

Hour of day	Total Connected Calls	Total Talk Time	Avg Talk Time	Total Handling Time	Avg Handling Time	# of Xfer
07:00-08:00	80	0:54:26	0:00:40	1:26:15	0:01:04	0
08:00-09:00	89	1:54:39	0:01:17	2:36:49	0:01:45	0
09:00-10:00	61	1:57:05	0:01:55	2:45:27	0:02:42	0
10:00-11:00	61	1:37:01	0:01:35	2:34:35	0:02:32	0
11:00-12:00	37	1:34:06	0:02:32	2:21:22	0:03:49	0
12:00-13:00	52	4:14:56	0:04:54	5:18:11	0:06:07	0
13:00-14:00	36	2:06:50	0:03:31	2:58:14	0:04:57	0
14:00-15:00	30	0:40:22	0:01:20	1:17:47	0:02:35	0
15:00-16:00	26	3:03:31	0:07:03	3:42:17	0:08:32	0
16:00-17:00	16	0:17:45	0:01:06	0:25:54	0:01:37	0
17:00-18:00	17	0:51:35	0:03:02	1:10:58	0:04:10	0
Sub Total	505	19:12:16	0:02:16	26:37:49	0:03:09	0

Figure 39. This report shows outbound call data for workgroup 450 for the month of February, from 7 a.m. to 6 p.m. The report interval is hour of day.

Report Fields

- **[Report interval]**—The report interval specified in the query: Day of Week or Hour of Day
- **Total Connected Calls**—Shows the total number of connected outbound calls for the specified workgroup in the specified time period
- **Total Talk Time**—Total talk time on all outbound calls
- **Avg Talk Time**—Average talk time per call (Total Talk Time/Total Connected Calls)
- **Total Handling Time**—Total handling time (talk time + hold time + wrap-up time) on all connected calls
- **Avg Handling Time**—Average handling time per call (Total handling Time/Total Connected Calls)
- **# of Xfer**—Total number of outbound calls that were transferred

The data is also displayed in two graphs:

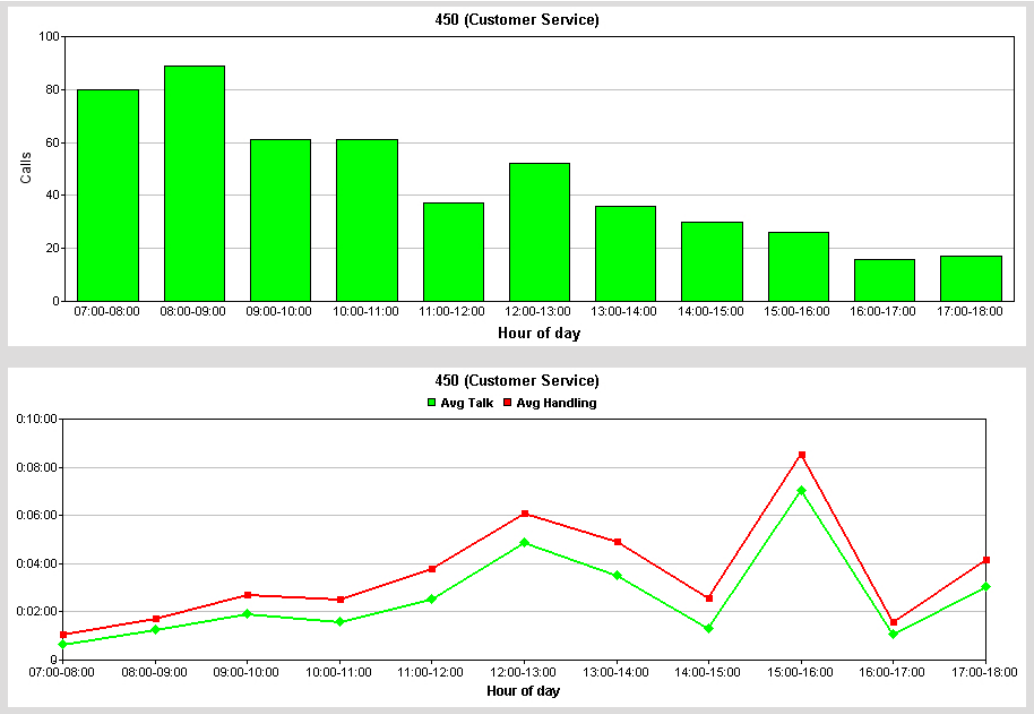


Figure 40. The top graph shows number of calls per selected time period. The bottom graph shows average talk time and average handling time.

Data Source

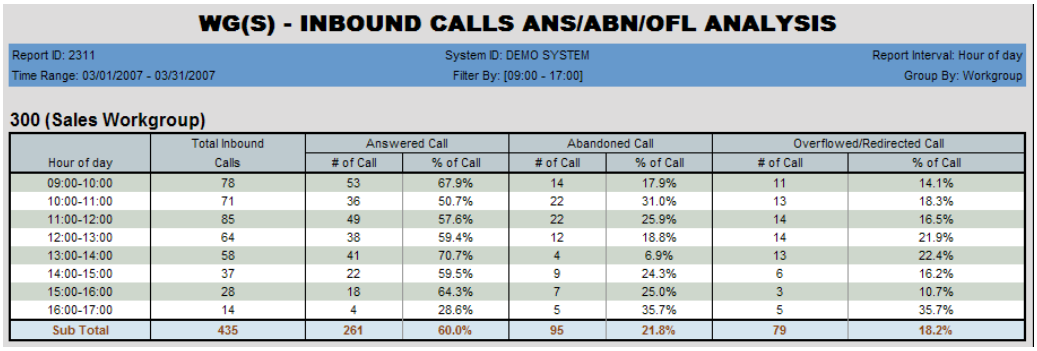
All data from the table WGSUMMARY

2311 - Total and % Inbound Calls ANS/ABN/OFL

Description: Reports the total number and percent of inbound calls that were answered, abandoned, overflowed/redirected. Reports results in table format and two graphs.

Report Options

1. Select an agent, if you want only that agent's workgroups to appear in the workgroup selection list.
2. Select workgroup(s).
3. Choose if you want the data reported by hour of day or by day of week.
4. Specify a time range for the report.
5. Narrow the report to specific days of the week and a span of time (optional).
6. Click **Run Report** to run the report.
7. Select the export format (HTML, PDF, Excel) and whether to separate the report results into several files and/or export only specified pages.



WG(S) - INBOUND CALLS ANS/ABN/OFL ANALYSIS

Report ID: 2311 | System ID: DEMO SYSTEM | Report Interval: Hour of day
Time Range: 03/01/2007 - 03/31/2007 | Filter By: [09:00 - 17:00] | Group By: Workgroup

300 (Sales Workgroup)

Hour of day	Total Inbound Calls	Answered Call		Abandoned Call		Overflowed/Redirected Call	
		# of Call	% of Call	# of Call	% of Call	# of Call	% of Call
09:00-10:00	78	53	67.9%	14	17.9%	11	14.1%
10:00-11:00	71	36	50.7%	22	31.0%	13	18.3%
11:00-12:00	85	49	57.6%	22	25.9%	14	16.5%
12:00-13:00	64	38	59.4%	12	18.8%	14	21.9%
13:00-14:00	58	41	70.7%	4	6.9%	13	22.4%
14:00-15:00	37	22	59.5%	9	24.3%	6	16.2%
15:00-16:00	28	18	64.3%	7	25.0%	3	10.7%
16:00-17:00	14	4	28.6%	5	35.7%	5	35.7%
Sub Total	435	261	60.0%	95	21.8%	79	18.2%

Figure 41. The call totals shown on this report are drawn from data on the Sales workgroup for the month of March. They are reported by hour of day, as specified.

Report Fields

- **[Report interval]**—The report interval specified in the query: Day of Week or Hour of Day
- **Total Inbound Calls**—Total inbound calls for the specified workgroup in the specified time period.
- **Answered**
  - # of Calls—Number of calls that were answered
  - % of Calls—Percentage that number is of the total number of inbound calls ([Answered] # of Calls/Total Inbound Calls)
- **Abandoned Calls**
  - # of Calls—Number of calls that were abandoned by the caller
  - % of Calls—Percentage that number is of the total number of inbound calls ([Abandoned] # of Calls/Total Inbound Calls)
- **Overflowed/Redirected Calls**
  - # of Calls—Number of calls that were overflowed/redirected

- % of Calls—Percentage that number is of the total number of inbound calls ([Overflowed/Redirected Calls] # of Calls/Total Inbound Calls)

The data is also displayed in two graphs:

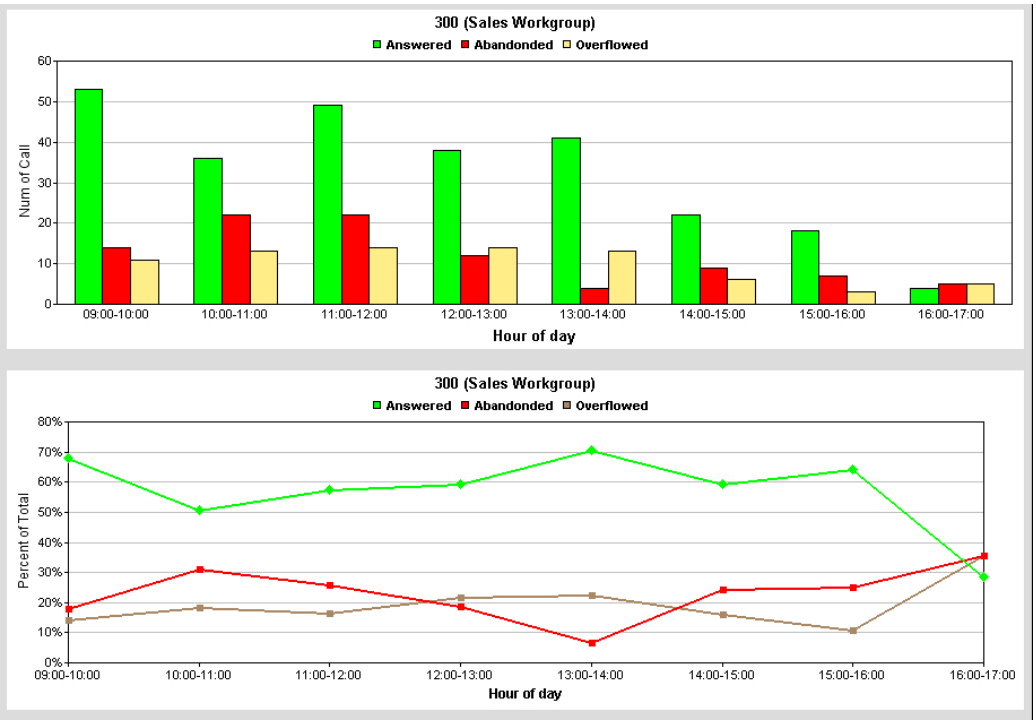


Figure 42. The top graph shows the numbers of calls that were answered, abandoned, and overflowed, by hour of day, in the specified time period. The bottom graph shows percent of total calls that were answered, abandoned, and overflowed.

Data Source

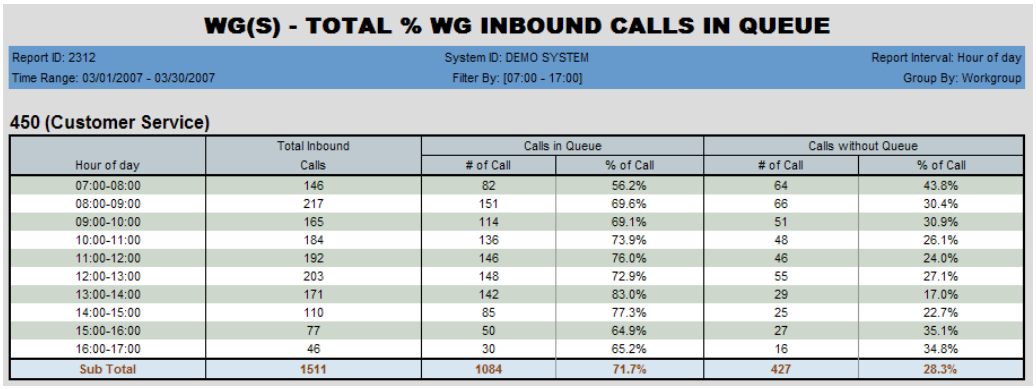
All data from the table WGSUMMARY

2312 - Total & % WG Inbound Calls in Queue

Description: Reports totals and percentages for workgroup inbound calls in queue. Reports results in table format and two graphs.

Report Options

1. Select an agent, if you want only that agent's workgroups to appear in the workgroup selection list.
2. Select workgroup(s).
3. Choose if you want the data reported by hour of day or by day of week.
4. Specify a time range for the report.
5. Narrow the report to specific days of the week and a span of time (optional).
6. Click **Run Report** to run the report.
7. Select the export format (HTML, PDF, Excel) and whether to separate the report results into several files and/or export only specified pages.



WG(S) - TOTAL % WG INBOUND CALLS IN QUEUE

Report ID: 2312 | System ID: DEMO SYSTEM | Report Interval: Hour of day
Time Range: 03/01/2007 - 03/30/2007 | Filter By: [07:00 - 17:00] | Group By: Workgroup

450 (Customer Service)

Hour of day	Total Inbound Calls	Calls in Queue		Calls without Queue	
		# of Call	% of Call	# of Call	% of Call
07:00-08:00	146	82	56.2%	64	43.8%
08:00-09:00	217	151	69.6%	66	30.4%
09:00-10:00	165	114	69.1%	51	30.9%
10:00-11:00	184	136	73.9%	48	26.1%
11:00-12:00	192	146	76.0%	46	24.0%
12:00-13:00	203	148	72.9%	55	27.1%
13:00-14:00	171	142	83.0%	29	17.0%
14:00-15:00	110	85	77.3%	25	22.7%
15:00-16:00	77	50	64.9%	27	35.1%
16:00-17:00	46	30	65.2%	16	34.8%
Sub Total	1511	1084	71.7%	427	28.3%

Figure 43. Data is reported here for the month of March, grouped by hour of day for the specified time period.

Report Fields

- **[Report interval]**—The report interval specified in the query: Day of Week or Hour of Day
- **Total Inbound Calls**—Total inbound calls for the specified workgroup in the specified time period.
- **Calls in Queue**—
  - # of Calls—Number of calls that spent time in queue
  - % of Calls—Percentage that number is of the total number of inbound calls ([Calls in Queue] # of Calls/Total Inbound Calls)
- **Calls without Queue**—
  - # of Calls—Number of calls that did not have to wait in queue
  - % of Calls—Percentage that number is of the total number of inbound calls ([Calls without Queue] # of Calls/Total Inbound Calls)

The data is also displayed in two graphs:

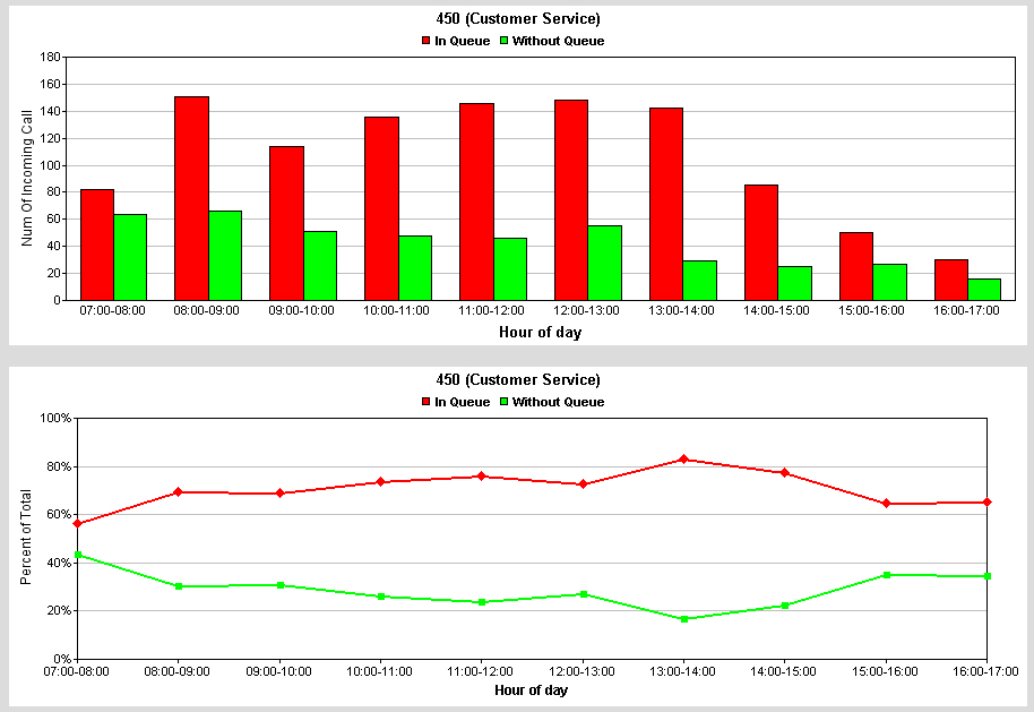


Figure 44. The top graph shows the number of incoming calls that spent time in queue and those that did not. The bottom graph shows percentage of total calls that spent time in queue and those that did not spend time in queue.

Data Source

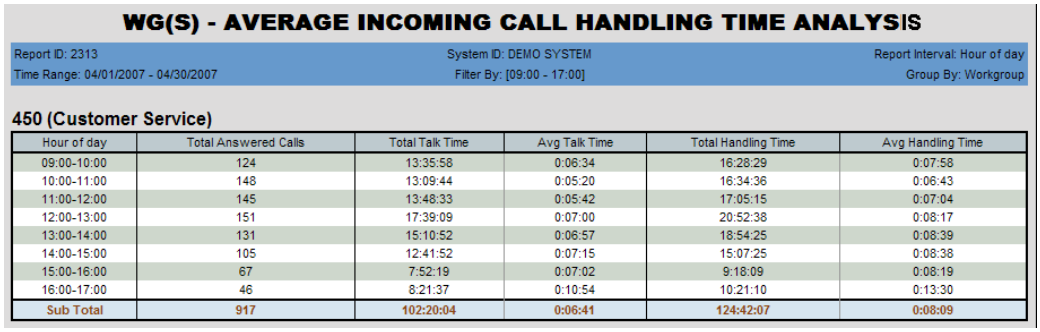
All data from the table WGSUMMARY

2313 - Average Call Handling Time

Description: Reports average call handling time, including total talk time, average talk time, and total handling time for the specified workgroup. Reports in table format and one line graph.

Report Options

1. Select an agent, if you want only that agent's workgroups to appear in the workgroup selection list.
2. Select workgroup(s).
3. Choose if you want the data reported by hour of day or by day of week.
4. Specify a time range for the report.
5. Narrow the report to specific days of the week and a span of time (optional).
6. Click **Run Report** to run the report.
7. Select the export format (HTML, PDF, Excel) and whether to separate the report results into several files and/or export only specified pages.



WG(S) - AVERAGE INCOMING CALL HANDLING TIME ANALYSIS

Report ID: 2313 | System ID: DEMO SYSTEM | Report Interval: Hour of day
Time Range: 04/01/2007 - 04/30/2007 | Filter By: [09:00 - 17:00] | Group By: Workgroup

450 (Customer Service)

Hour of day	Total Answered Calls	Total Talk Time	Avg Talk Time	Total Handling Time	Avg Handling Time
09:00-10:00	124	13:35:58	0:06:34	16:28:29	0:07:58
10:00-11:00	148	13:09:44	0:05:20	16:34:36	0:06:43
11:00-12:00	145	13:48:33	0:05:42	17:05:15	0:07:04
12:00-13:00	151	17:39:09	0:07:00	20:52:38	0:08:17
13:00-14:00	131	15:10:52	0:06:57	18:54:25	0:08:39
14:00-15:00	105	12:41:52	0:07:15	15:07:25	0:08:38
15:00-16:00	67	7:52:19	0:07:02	9:18:09	0:08:19
16:00-17:00	46	8:21:37	0:10:54	10:21:10	0:13:30
Sub Total	917	102:20:04	0:06:41	124:42:07	0:08:09

Figure 45. This data on the Customer Service group is from the month of April from 9 a.m. to 5 p.m. It is reported by hour of day.

Report Fields

- **[Report interval]**—The report interval specified in the query: Day of Week or Hour of Day
- **Total Answered Calls**—Total inbound calls answered in the specified time interval.
- **Total Talk Time**—Total talk time on those calls
- **Average Talk Time**—Average talk time per call (Total Talk Time/Total Answered Calls)
- **Total Handling Time**—Total handling time (talk time + hold time + wrap-up time) for all calls answered in the specified time interval
- **Avg Handling Time**—Average handling time per call (Total Handling Time/Total Answered Calls)

The data is also displayed in a line graph:

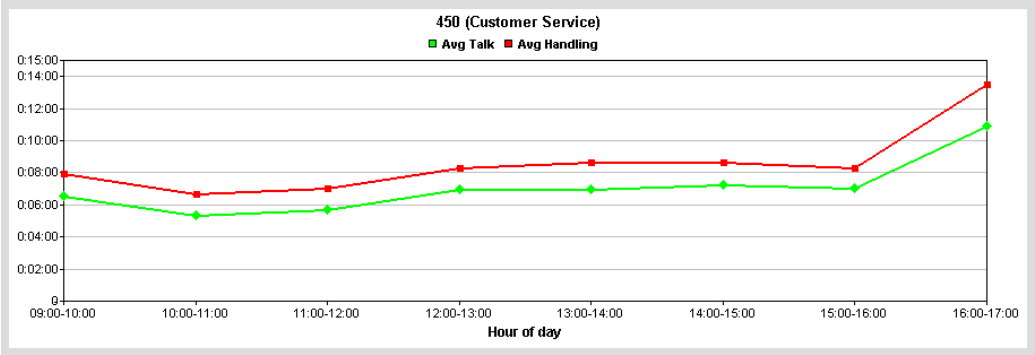


Figure 46. A line graph shows average talk time and average handling time for the reporting period, by hour of day.

Data Source

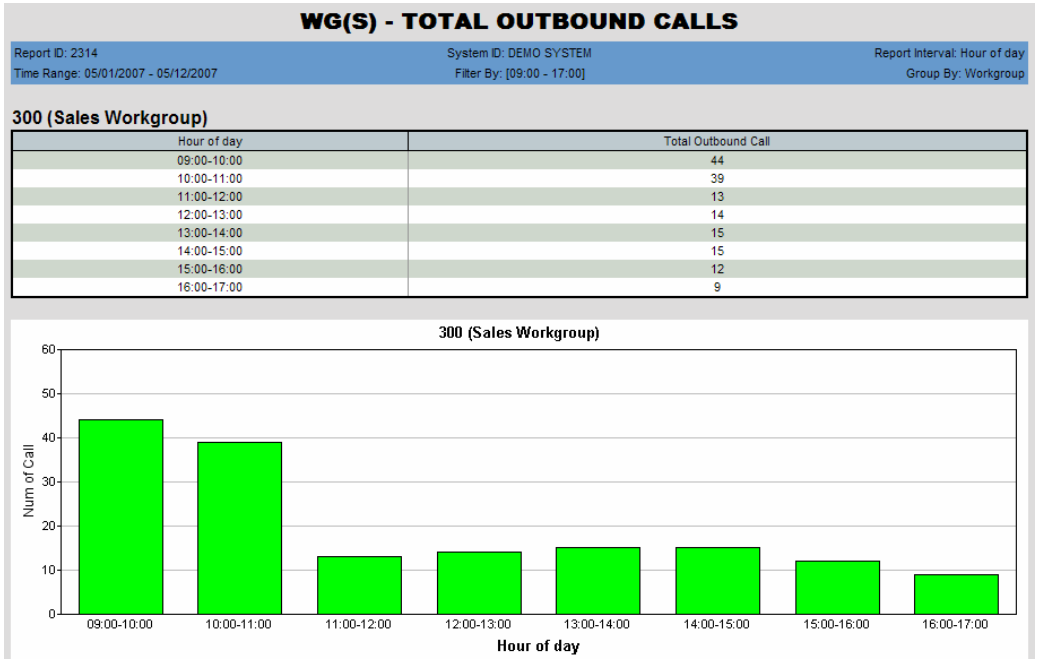
All data from the table WGSUMMARY

2314 - Total Outbound Calls

Description: Reports total outbound calls for the specified workgroup. Reports results in table format and a bar graph.

Report Options

1. Select an agent, if you want only that agent's workgroups to appear in the workgroup selection list.
2. Select workgroup(s).
3. Choose if you want the data reported by hour of day or by day of week.
4. Specify a time range for the report.
5. Narrow the report to specific days of the week and a span of time (optional).
6. Click **Run Report** to run the report.
7. Select the export format (HTML, PDF, Excel) and whether to separate the report results into several files and/or export only specified pages.



WG(S) - TOTAL OUTBOUND CALLS

Report ID: 2314 | System ID: DEMO SYSTEM | Report Interval: Hour of day
Time Range: 05/01/2007 - 05/12/2007 | Filter By: [09:00 - 17:00] | Group By: Workgroup

300 (Sales Workgroup)

Hour of day	Total Outbound Call
09:00-10:00	44
10:00-11:00	39
11:00-12:00	13
12:00-13:00	14
13:00-14:00	15
14:00-15:00	15
15:00-16:00	12
16:00-17:00	9

Figure 47. The report data shows number of outbound calls, by hour of day, for the Sales workgroup in the time period specified.

Report Fields

- **[Report interval]**—The report interval specified in the query: Day of Week or Hour of Day
- **Total Outbound Calls**—Total outbound calls connected in the specified time interval.

Data Source

All data from the table WGSUMMARY

2315 - Total Outbound Calls Handling Time

Description: Reports the total/average talk time and total/average handling time for outbound calls for the specified workgroup.

Report Options

1. Select an agent, if you want only that agent's workgroups to appear in the workgroup selection list.
2. Select workgroup(s).
3. Choose if you want the data reported by hour of day or by day of week.
4. Specify a time range for the report.
5. Narrow the report to specific days of the week and a span of time (optional).
6. Click **Run Report** to run the report.
7. Select the export format (HTML, PDF, Excel) and whether to separate the report results into several files and/or export only specified pages.

WG(S) - TOTAL OUTBOUND CALL HANDLING TIME ANALYSIS

Report ID: 2315 | System ID: DEMO SYSTEM | Report Interval: Hour of day
Time Range: 05/01/2007 - 05/12/2007 | Filter By: [09:00 - 17:00] | Group By: Workgroup

300 (Sales Workgroup)

Hour of day	Total Connected Outgoing Calls	Total Talk Time	Avg Talk Time	Total Handling Time	Avg Handling Time
09:00-10:00	44	2:10:35	0:02:58	2:11:13	0:02:58
10:00-11:00	39	1:52:21	0:02:52	1:52:21	0:02:52
11:00-12:00	13	0:20:12	0:01:33	0:20:37	0:01:35
12:00-13:00	14	0:29:55	0:02:08	0:29:55	0:02:08
13:00-14:00	15	0:55:40	0:03:42	0:55:40	0:03:42
14:00-15:00	15	0:30:35	0:02:02	0:30:35	0:02:02
15:00-16:00	12	1:03:36	0:05:18	1:03:36	0:05:18
16:00-17:00	9	0:40:22	0:04:29	0:40:56	0:04:32
Sub Total	161	8:03:16	0:03:00	8:04:53	0:03:00

Figure 48. This report shows outbound call handling data for the Sales workgroup for a specified period of time in May, from 9 a.m. to 5 p.m.

Report Fields

- **[Report interval]**—The report interval specified in the query: Day of Week or Hour of Day
- **Total Connected Outgoing Calls**—Total outbound calls connected in the specified time interval.
- **Total Talk Time**—Total talk time on those calls
- **Average Talk Time**—Average talk time per call (Total Talk Time/Total Connected Outgoing Calls)
- **Total Handling Time**—Total handling time (talk time + hold time + wrap-up time) for all outgoing calls connected in the specified time interval
- **Avg Handling Time**—Average handling time per call (Total Handling Time/Total Connected Outgoing Calls)

The data is also displayed in a line graph:

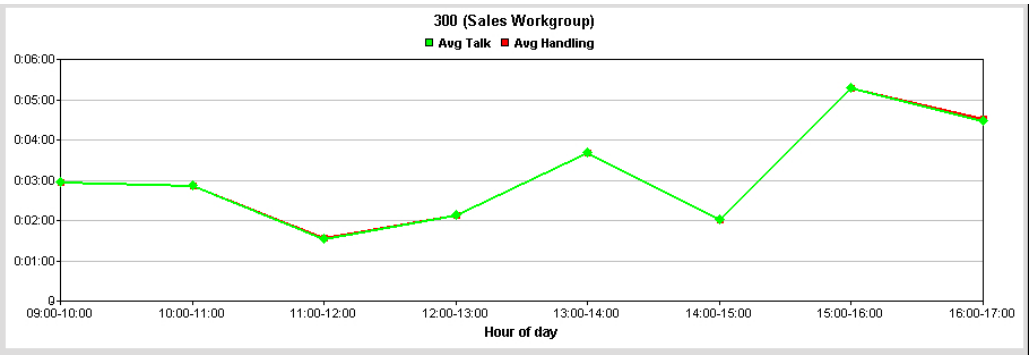


Figure 49. A line graph shows average talk time and average handling time.

Data Source

All data from the table WGSUMMARY

2316 - Daily Max Number of Calls in Queue

Description: Reports the daily maximum number of workgroup calls in queue, in a line chart format.

Report Options

1. Select an agent, if you want only that agent's workgroups to appear in the workgroup selection list.
2. Select workgroup(s).
3. Specify a time range for the report.
4. Narrow the report to specific days of the week and a span of time (optional).
5. Click **Run Report** to run the report.
6. Select the export format (HTML, PDF, Excel) and whether to separate the report results into several files and/or export only specified pages.

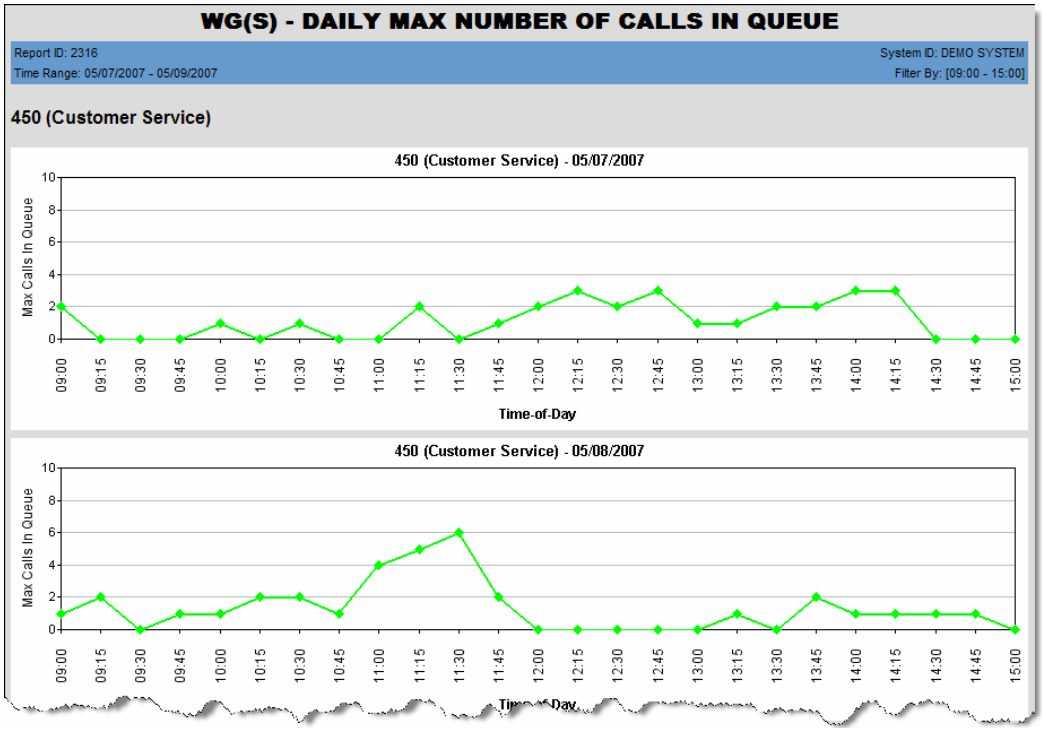

WG(S) - DAILY MAX NUMBER OF CALLS IN QUEUE
Report ID: 2316
Time Range: 05/07/2007 - 05/09/2007
System ID: DEMO SYSTEM
Filter By: [09:00 - 15:00]
450 (Customer Service)
450 (Customer Service) - 05/07/2007
Max Calls In Queue
Time-of-Day
450 (Customer Service) - 05/08/2007
Max Calls In Queue
Time-of-Day

Figure 50. This report shows the maximum number of calls in queue for workgroup 450 during the specified reporting period, in 15-minute intervals.

Report Fields

- **Max Calls in Queue**—The maximum number of calls that were in the queue in the given time interval
- **Time of Day**—The time of day, in intervals of 15 minutes or 30 minutes, depending on what will fit on the graph (an 11-hour day will show in 15-minute increments)

Data Source

All data from the table WGRTSUMMARY

2317 - Daily Longest Queue Time

Description: Reports the longest queue time, in minutes (and hours), for workgroup calls, in a line chart format.

Report Options

1. Select an agent, if you want only that agent's workgroups to appear in the workgroup selection list.
2. Select workgroup(s).
3. Specify a time range for the report.
4. Narrow the report to specific days of the week and a span of time (optional).
5. Click **Run Report** to run the report.
6. Select the export format (HTML, PDF, Excel) and whether to separate the report results into several files and/or export only specified pages.

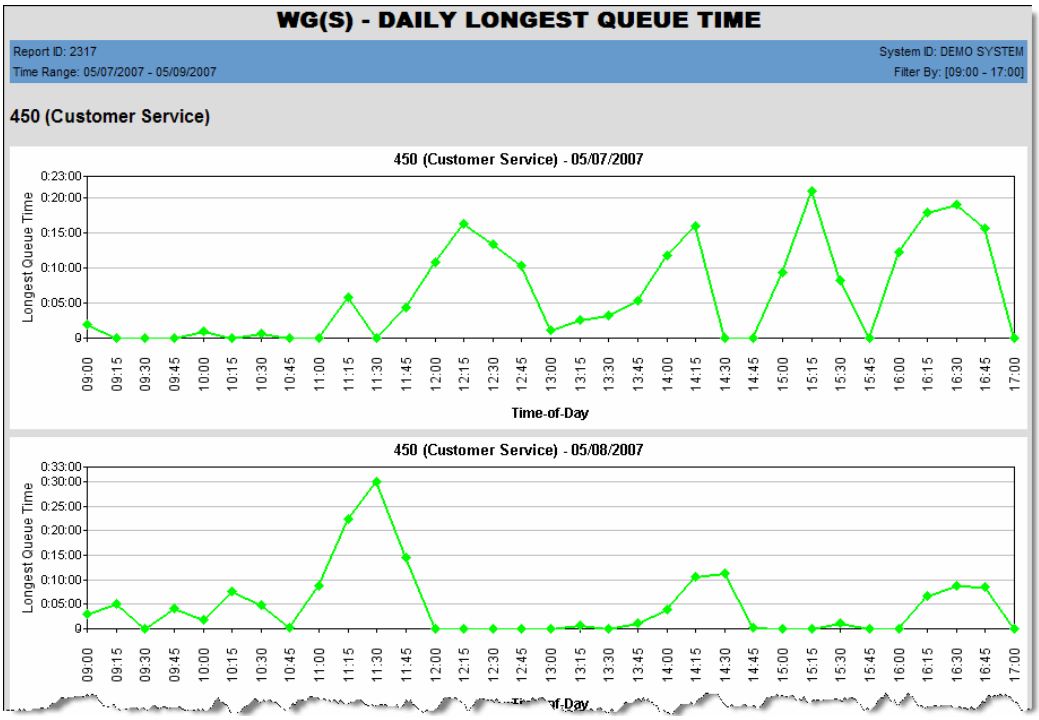


Figure 51. The report displays the longest queue time, by time of day.

Report Fields

- **Longest Queue Time**—The longest time a call was in queue during the given time interval
- **Time of Day**—The time of day, in intervals of 15 minutes or 30 minutes, depending on what will fit on the graph (an 11-hour day will show in 15-minute increments)

Data Source

All data from the table WGRTSUMMARY

2318 - Daily Real Time Service Level

Description: Reports the daily lowest real time service level for a workgroup, in a line chart format.

Report Options

1. Select an agent, if you want only that agent's workgroups to appear in the workgroup selection list.
2. Select workgroup(s).
3. Specify a time range for the report.
4. Narrow the report to specific days of the week and a span of time (optional).
5. Click **Run Report** to run the report.
6. Select the export format (HTML, PDF, Excel) and whether to separate the report results into several files and/or export only specified pages.

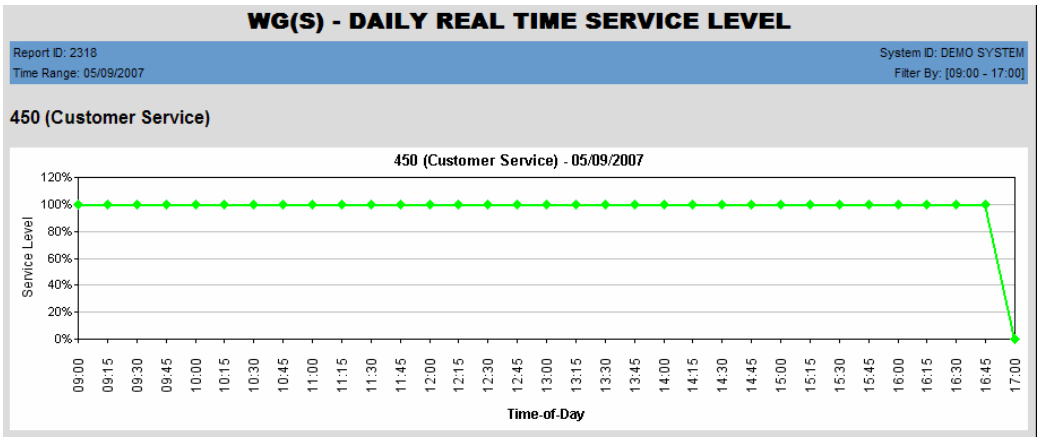


Figure 52. This report shows the service level by time of day for the reporting period (one day, in this case).

Report Fields

- **Service Level**—The service level during the given time interval (The Service Level Threshold is set in MaxACD Administrator > **Workgroup Configuration > General** tab.)
- **Time of Day**—The time of day, in intervals of 15 minutes or 30 minutes, depending on what will fit on the graph (an 11-hour day will show in 15-minute increments)

Data Source

All data from the table WGRTSUMMARY

2319 - Historical Service Level Summary Report

Description: Gives a summary of calls that did not meet the service level, breaking them out into Answered, Abandoned, and Overflowed/Redirected categories. (The Service Level Threshold is set in MaxACD Administrator > **Workgroup Configuration > General** tab.)

Report Options

1. Select an agent, if you want only that agent's workgroups to appear in the workgroup selection list.
2. Select workgroup(s).
3. Choose if you want the data reported by hour of day or by day of week.
4. Specify a time range for the report.
5. Narrow the report to specific days of the week and a span of time (optional).
6. Click **Run Report** to run the report.
7. Select the export format (HTML, PDF, Excel) and whether to separate the report results into several files and/or export only specified pages.

WG(S) - HISTORICAL SERVICE LEVEL SUMMARY REPORT

Report ID: 2319 | System ID: DEMO SYSTEM | Report Interval: Day of week
Time Range: 04/01/2007 - 04/30/2007 | Filter By: [09:00 - 18:00] | Group By: Workgroup

450 (Customer Service)

Day of week	Total Inbound Calls	Calls with Queue Time > Service Level						Total Service Level	Answer Service Level
		Answered Call		Abandoned Call		Overflowed/Redirected Call			
		# of Call	% of Call	# of Call	% of Call	# of Call	% of Call		
Sunday	5	0	0.0%	0	0.0%	0	0.0%	100.0%	0.0%
Monday	282	3	1.1%	0	0.0%	0	0.0%	98.9%	78.4%
Tuesday	216	2	0.9%	0	0.0%	0	0.0%	99.1%	79.2%
Wednesday	248	2	0.8%	0	0.0%	0	0.0%	99.2%	72.6%
Thursday	261	6	2.3%	1	0.4%	0	0.0%	97.3%	79.3%
Friday	177	1	0.6%	0	0.0%	0	0.0%	99.4%	88.7%
Saturday	4	0	0.0%	0	0.0%	0	0.0%	100.0%	0.0%
Sub Total	**1193**	**14**	**1.2%**	**1**	**0.1%**	**0**	**0.0%**	**98.7%**	**78.5%**

Figure 53. This report on the Customer Service workgroup covers the month of April. It is broken out by day of week.

Report Fields

- **[Report interval]**—The report interval specified in the query: Day of Week or Hour of Day
- **Total Inbound Calls**—Total inbound calls for the specified workgroup in the specified time period.
- **Calls with Queue Time > Service Level**
  - Answered Calls
    - # of Calls—Number of answered calls with queue time > service level
    - % of Calls—Percentage that number is of the total number of inbound calls ([Answered Calls] # of Calls/Total Inbound Calls)
  - Abandoned Calls
    - # of Calls—Number of abandoned calls with queue time > service level
    - % of Calls—Percentage that number is of the total number of inbound calls ([Abandoned Calls] # of Calls/Total Inbound Calls)

  - Overflowed/Redirected Calls
    - # of Calls—Number of overflowed/redirected calls with queue time > service level
    - % of Calls—Percentage that number is of the total number of inbound calls ([Overflowed/Redirected Calls] # of Calls/Total Inbound Calls)
- **Total Service Level**—The percentage of calls whose queue time was within the service level (100% - (<Total # of Calls in all 3 categories whose queue time was greater than the service level threshold>/Total Inbound Calls)
- **Answer Service Level**—Percentage of answered calls that met the service level requirement (Total Answered Calls - <Answered Calls whose queue time was greater than the service level threshold>/Total Inbound Calls)

The report data is also displayed in two graphs:

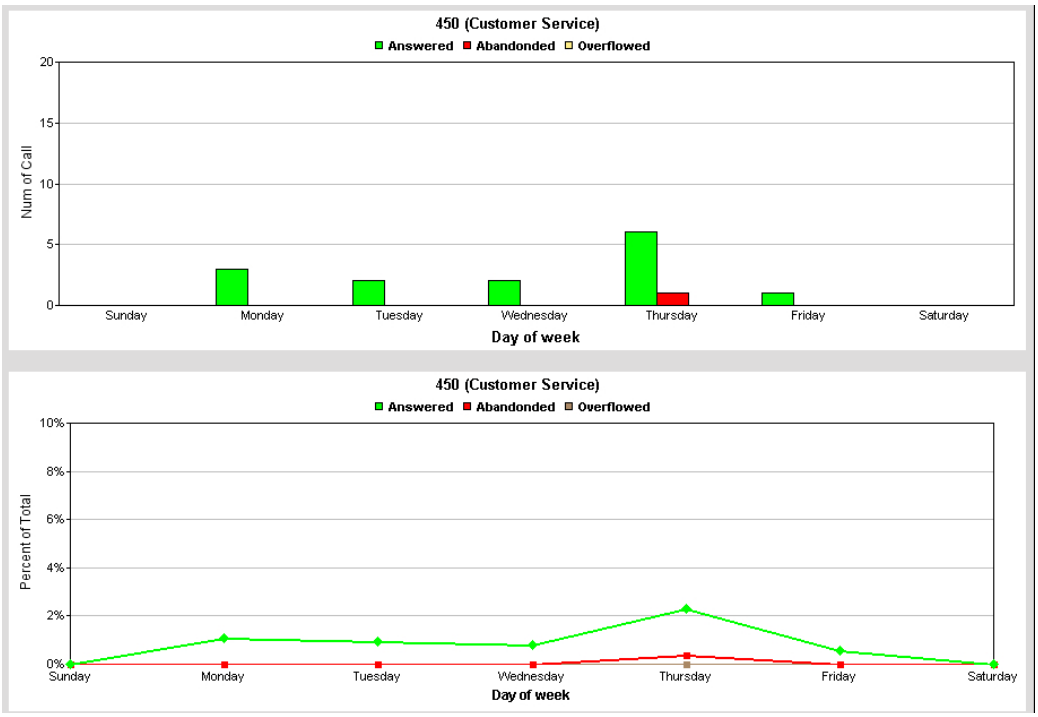


Figure 54. The top graph shows the percentage of calls that met the Total Service Level, by specified time interval (day of week, in this case). The bottom graph shows the percentage of answered calls that met the Answer Service Level, by specified time interval.

Data Source

All data from the table WGSUMMARY

DNIS Reports

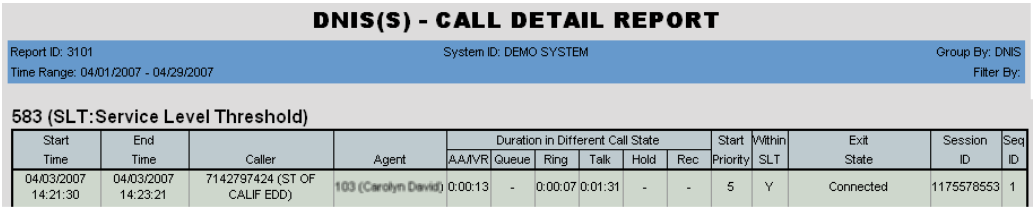
This section describes DNIS reports.

3101 - DNIS Call Detail Report

Description: Reports call detail information for the specified DNIS number.

Report Options

1. Select one or more DNIS numbers.
2. Specify a time range.
3. Narrow the report to specific days of the week and a span of time (optional).
4. Click **Run Report**.
5. Select the export format (HTML, PDF, Excel) and whether to separate the results into several files and/or export only specified pages.



DNIS(S) - CALL DETAIL REPORT

Report ID: 3101 System ID: DEMO SYSTEM Group By: DNIS
Time Range: 04/01/2007 - 04/29/2007 Filter By:

583 (SLT:Service Level Threshold)

Start Time	End Time	Caller	Agent	Duration in Different Call State						Start Priority	Within SLT	Exit State	Session ID	Seq ID
				AA/IVR	Queue	Ring	Talk	Hold	Rec					
04/03/2007 14:21:30	04/03/2007 14:23:21	7142797424 (ST OF CALIF EDD)	103 (Carolyn David)	0:00:13	-	0:00:07	0:01:31	-	-	5	Y	Connected	1175578553	1

Figure 55. This figure shows one record of a DNIS Call Detail Report.

Report Fields

- **Start Time**—Time the call came in
- **End Time**—Time of disconnection
- **Caller**—Phone number of the caller
- **Agent**—The agent who was rung
- **Duration in Different Call States**—Amount of time the call spent in different call states (in hours:minutes:seconds):
  - AA/IVR
  - Queue
  - Ring
  - Talk
  - Hold
  - Record
- **Start Priority**—The priority number the call was first assigned
- **Within SLT**—Was answering time within the service level threshold, Yes or No? (The Service Level Threshold is set in MaxAdmin > **Workgroup Configuration > General** tab.)
- **Exit State**—The state the call was in at the time of disconnection
- **Session ID**—a unique number assigned by MAXCS to a call

- **Seq ID**—A unique number that identifies multiple records of the same call (same Session ID)

Data Source

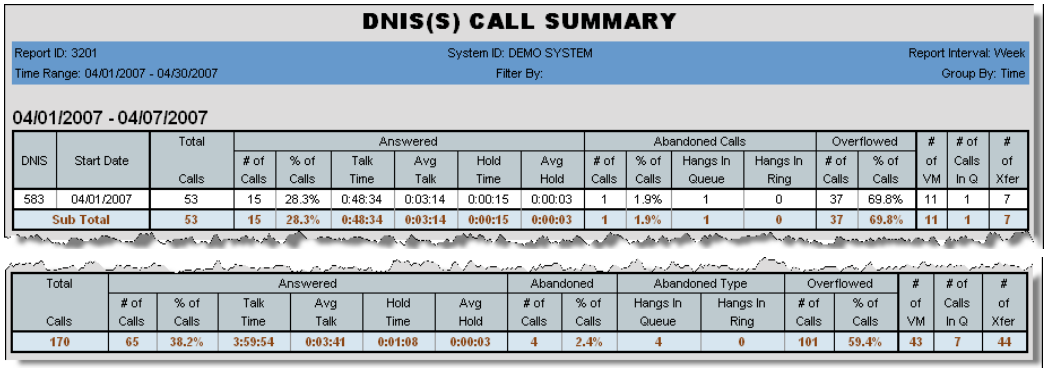
All data from the table CDRMAIN

3201 - DNIS Call Summary

Description: Reports call summary information for the specified DNIS number.

Search Options

1. Select one or more DNIS numbers.
2. Choose how to summarize the data (by day, week, or month).
3. Specify a time range.
4. Narrow the report to specific days of the week and a span of time (optional).
5. Select a group-by option.
6. Choose whether to show empty records.
7. Click **Run Report** to run the report.
8. Select the export format (HTML, PDF, Excel) and whether to separate the report results into several files and/or export only specified pages.



DNIS(S) CALL SUMMARY

Report ID: 3201 | System ID: DEMO SYSTEM | Report Interval: Week
Time Range: 04/01/2007 - 04/30/2007 | Filter By: | Group By: Time

04/01/2007 - 04/07/2007

DNIS	Start Date	Total Calls	Answered # of Calls	Answered % of Calls	Answered Talk Time	Answered Avg Talk	Answered Hold Time	Answered Avg Hold	Abandoned Calls # of Calls	Abandoned Calls % of Calls	Abandoned Calls Hangs In Queue	Abandoned Calls Hangs In Ring	Overflowed # of Calls	Overflowed % of Calls	# of VM	# of Calls In Q	# of Xfer
583	04/01/2007	53	15	28.3%	0:48:34	0:03:14	0:00:15	0:00:03	1	1.9%	1	0	37	69.8%	11	1	7
Sub Total		53	15	28.3%	0:48:34	0:03:14	0:00:15	0:00:03	1	1.9%	1	0	37	69.8%	11	1	7

Total Calls	Answered # of Calls	Answered % of Calls	Answered Talk Time	Answered Avg Talk	Answered Hold Time	Answered Avg Hold	Abandoned # of Calls	Abandoned % of Calls	Abandoned Type Hangs In Queue	Abandoned Type Hangs In Ring	Overflowed # of Calls	Overflowed % of Calls	# of VM	# of Calls In Q	# of Xfer
170	65	38.2%	3:59:54	0:03:41	0:01:08	0:00:03	4	2.4%	4	0	101	59.4%	43	7	44

Figure 56. This report was run for the month of April on DNIS 583. The interval specified was by week. Subtotals are given per week, with a grand total at the end.

Report Fields

- **DNIS**—The DNIS number that was dialed
- **Start Date**—The date the call started
- **Total Calls**—The total number of calls that dialed this number, broken out into three categories:
  - Answered (all calls with talk duration > 0)*
    - # of Calls—Number of calls to this DNIS number that were answered by an agent
    - % of Calls—Percentage that number is of Total Calls ([Answered] # of Calls/ Total Calls)
    - Talk Time—The total talk time on all answered calls for the time period reported
    - Avg Talk—Average talk time per call (Talk Time/Total Calls)
    - Hold Time—Total time that answered calls spent on hold
    - Avg Hold—Average hold time per call (Hold Time/[Answered] # of Calls)
  - Abandoned (all calls with talk duration = 0 and abandon target type > 0)*

    - # of Calls—Number of calls to this DNIS number that were abandoned by an agent
    - % of Calls—Percentage that number is of Total Calls ([Abandoned] # of Calls/ Total Calls)
    - Hangs in Queue—Number of calls that were abandoned while in queue
    - Hangs in Ring—Number of calls that were abandoned during ring
  - Overflowed (all calls with talk duration = 0 and abandon target type = 0)*
    - # of Calls—Number of calls to this DNIS number that were overflowed
    - % of Calls—Percentage that number is of Total Calls ([Overflowed] # of Calls/ Total Calls)
- **# of VM**—Number of callers that left voice mail (Exit states are 15, 16.)
- **# of Calls in Queue**—Number of calls that spent time in queue (Exit state is 6.)
- **# of Xfer**—Number of calls that were transferred (Exit state is 12.)

Data Source

All data from the table CDRMAIN

*Exit states of Answered, Abandoned, and Overflowed calls:

Answered: Exit states are 8, 9, 10, 11, 12, 23, 24, 25.

Abandoned: Exit state is 6.

Overflowed: Exit state is 7.

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